

City of Battle Creek

2004 Citizen Survey



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con't.**

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- Of the 500 respondents, 47.0% were male and 53.0% were female. All of the survey respondents were age 18 or over.
- The largest category of respondents (10.6%) has a household income of \$60,000 to \$74,999, followed by 10.0% of the respondents who have a household income between \$20,000 and \$29,999.
- Of the 500 survey respondents, 377 (75.4%) named White/Caucasian as their primary ethnic background and 15.6% named African-American/Black as their primary ethnic background.
- Over three quarters (78.2%) of the respondents owned a home or property in the City of Battle Creek.
- Ten percent (10.0%) of the respondents lived closest to Minges Brook Elementary School, followed by Westlake, Prairieview, and Riverside Elementary Schools, with 9.0% of respondents each.
- When combining the elementary schools by Neighborhood Planning Councils, Minges Brook and Riverside Elementary School were named by 19.0% of the respondents.
- Close to eighty percent of respondents (78.2%) said the level of communication meets their expectations, while 1.8% indicated that their expectations are exceeded.
- The respondents that felt the level of communication between city government and residents failed to meet their expectations gave the following top responses: not enough communication, they don't listen to residents, and they don't follow through.
- When respondents were asked if city residents have sufficient opportunities to provide input to the City Commission, 77.8% said "Yes," while 4.8% of the respondents did not feel they had sufficient opportunities.
- Just over half (50.8%) of the respondents said that the City Commission considers community input "most of the time," compared to 41.0% in 2002, and 49.8% in 2001.



Executive Summary - con't.

- Only 13.6% of the respondents stated that they trust the City Commission to do what they say they will do “very much” (indicating a “5” rating) on a scale from 1-5.
- Close to sixteen percent (15.8%) of the respondents stated that they trust the City Staff to do what they say they will do “very much” (indicating a “5” rating), while 37.0% gave the question a “4” rating on a scale from 1-5.
- Close to half of the respondents, 43.0%, rated how well the City government is performing its duties overall a “4” and 29.4% rated how well the City government is performing its duties overall a “3” on a scale from 1-5 (with 5 indicating “Excellent”).
- Seventy percent (69.8%) agree that the City fairly allocates resources to all areas of the community.
- When respondents were asked if the City addresses the needs of their neighborhood fairly compared to other neighborhoods, over three quarters of the respondents (76.6%) indicated that the City addresses the needs of their neighborhood fairly.
- Over eighty percent (81.4%) of respondents were unaware of the Golden Service customer service program and 14.6% of respondents were aware of the program.
- When the respondents were asked how many contacts they have had with City of Battle Creek staff in the past year, either in person or by telephone, less than half (40.2%) of the respondents have been in contact with the City of Battle Creek staff in the past year.
- Of the 192 respondents who had contact with the City of Battle Creek staff in the past year, 81.8% received a prompt response .
- Over three quarters of respondents (75.8%) indicated that they had noticed no change in the services provided by the City of Battle Creek, while 6.2% noticed an increase.
- When asked to indicate the top three issues or concerns facing their neighborhood drugs was the top issue named by 14.3% of respondents, while 13.9% of respondents stated the streets, followed by 11.4% of respondents stating safety.
- Almost eighty percent (79.4%) of respondents use City water, while 102 respondents (20.4%) do not.



- Over half of all respondents who use City water (50.9%) indicated that City water was "good" and one quarter of respondents (26.4%) rate the water as "fair."
- Of the 500 respondents, 468 respondents (93.6%) were "satisfied" or "very satisfied" with their current garbage service.
- Sixty-three percent (63.6%) of respondents participate in curbside recycling, while 36.4% do not.
- Almost forty-five percent of respondents (44.8%) gave the question, "How important do you feel the condition of streets is to the quality of life in the City of Battle Creek?" a response of "5" indicating "very important."
- Over eighty percent (80.6%) of respondents indicated that "yes" they were satisfied with the speed of snow removal in the City of Battle Creek, while 14.2% indicated "no" they were not satisfied.
- When the 500 respondents were asked if they were satisfied with the frequency of street sweeping in the City of Battle Creek, 77.4% said "yes," while 15.0% said "no."
- Close to forty percent (39.0%) of respondents rated public transportation on the quality of life in the City of Battle Creek "very important," while 37.6% rated it a "4" on a scale from 1-5.
- Close to eighty-four percent (83.8%) of respondents did not use the City Bus or Transit System, while 15.6% had used the City Bus or Transit System in the past year.
- Over eighty-five percent (85.6%) of the 500 respondents did not have contact with the Code Compliance Department in the past year, while 10.6% of respondents did have contact with the Code Compliance Department.
- Twenty-eight percent (28.3%) of respondents who had contact with the Code Compliance Department rated their professionalism a "4" on a scale from 1-5 with 5 indicating "excellent."
- Twenty-eight percent (28.3%) of respondents rated the Code Compliance Department's responsiveness as "excellent" (or a 5 rating) on a scale from 1-5.

Executive Summary - con't.

- Close to half of the respondents (45.3%) agreed with the statement that the Code Compliance Department improves neighborhood housing conditions.
- When asked to rate the responsiveness of the Battle Creek Police Department, 34.8% stated "excellent" (or a "5" rating) on a scale from 1-5.
- Thirty-six percent (36.0%) of respondents rated the City of Battle Creek Police Department's professionalism as "excellent" (or a "5" rating) on a scale from 1-5.
- When respondents were asked to rate the City of Battle Creek Police Department's community involvement, 33.4% stated "4" on a 1-5 scale.
- When respondents were asked to rate the City of Battle Creek Police Department's race relations, 27.0% stated "4" on a 1-5 scale.
- Close to ninety percent (88.6%) of respondents stated that they strongly agreed or agreed with the statement that the Police Department improves community safety.
- Close to twenty-eight percent (27.6%) visit downtown Battle Creek once a week, while 27.4% visit downtown 1-5 times a year.
- Sixty-four percent (64.0%) of respondents rated the ease of parking in downtown Battle Creek a 4 or 5 rating on a scale from 1-5 with 5 indicating "easy."
- Of the 500 respondents, 34.0% have access to the Internet at both home and work.
- Of the respondents with Internet access, 75.8% of the respondents said "no," while 24.2% stated that they had visited the City of Battle Creek's web site.
- Close to sixty percent (59.4%) of respondents with Internet access said "no" they would not use online bill payment if it were offered, while 33.7% said "yes."
- Of the 113 respondents who stated that they would use online bill payment, 61.9% would not be willing to pay for the service.



As part of the budget process, Battle Creek City Commissioners are using goal-setting and long-term planning. An important part of the goal-setting process is gathering information about the perceptions and priorities of city residents regarding city services. The 2004 Battle Creek Citizen Survey consisted of 500 telephone interviews with a random sample of Battle Creek residents. Topics included in the survey were communication effectiveness, service effectiveness, and value of services.

There are three main sections to the report; **Survey Methodology**, **Research Results**, and **Conclusions**. In the **Survey Methodology** section, the survey development and execution are explained in detail. The **Research Results** section contains the responses to all of the survey questions, generally grouped into categories for easy reference. The City of Battle Creek has completed other surveys of city residents, most recently in 2002, 2001, 2000, 1999, 1998, 1997, and 1995. When possible, comparisons were made between the results of this survey and the survey results from previous years. The **Conclusions** section outlines some of the implications of the survey data.





The 2004 Battle Creek Citizen Survey included 51 questions about a variety of topics, including communication effectiveness, service effectiveness, awareness and value of services. The questions included various types of formats including yes/no, pre-defined choices and open-ended response. Development of the survey started with the ideas of the City of Battle Creek staff and City Commissioners, and a review of previous citizen surveys. Perspectives Consulting Group, Inc. developed the survey questions and ordered the survey based on generally accepted survey research principles. The survey instrument is included for reference in the **Appendices**.

Survey Instrument

A total of 500 completed surveys were obtained from residents living in the City of Battle Creek. The survey participants were randomly selected from telephone exchanges in Battle Creek. Surveys were completed in the following prefixes: 441, 565, 660, 962, 963, 964, 965, 966, 968, 969, and 979.

Survey Execution

A list of random telephone numbers was prepared for each prefix and the numbers were dialed until 500 surveys were completed. A total of 7,370 calls were made to obtain the 500 completions from all prefixes. Since this was a random dialing of telephone numbers, many calls were made to disconnected numbers, businesses, people who did not live within the City of Battle Creek, and people unable to participate in the survey. Surveys were only completed with adults age 18 or over.

The survey interviewing took place in November 2004, between the hours of 5:00 p.m. and 9:00 p.m. on weekdays. A pretest of 44 surveys was completed, with no significant difficulties or problems noted. These pretest surveys are included in the final results.

When comparing 2004 results to the previous executions (2002, 2001, 2000, 1999, 1998, 1997, and 1995) it is important to note the time of the year the survey was executed. In 1997 the survey was executed in March and April, while in the other years the survey was executed in the fall months. The time of year may have impacted respondents' answers to several of the questions.

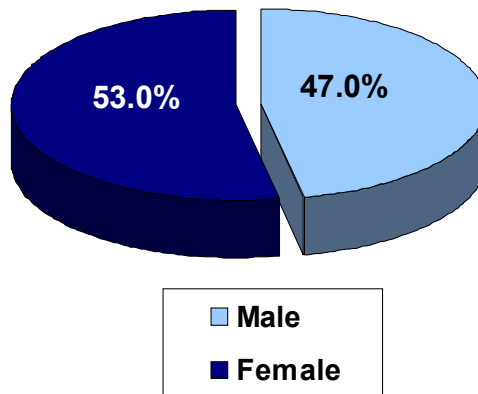


Survey Execution - con't.

Based on the number of households in Battle Creek, and the number of survey completions, a confidence level and confidence interval can be calculated. In statistical terms, the confidence level is the likelihood that if the survey were replicated the results would be the same. The confidence level for this survey was 95 percent, meaning that 95 times out of 100, this survey would produce substantially the same results as achieved this time.

The confidence interval is the range that any answer could vary from the actual value. This is the “+/- xxx percent” margin of error value that pollsters reference. In this case, the 2004 City of Battle Creek Citizen Survey has a confidence interval of +/- 5 percent. Therefore, the answer to any question on the survey is within plus or minus 5 percent of the actual value. When comparing two responses to a question, any difference of less than 10 percent needs to be examined carefully, since statistically the difference could be considered negligible.

Of the 500 respondents, 47.0% were male and 53.0% were female. The ratio of male to female respondents is statistically the same as the 2002, 2001, 2000, 1999, 1998 and 1997 survey executions, and mirrors the 2000 census. Because women tend to answer the telephone and respond to telephone surveys more often than men, the survey interview process included a quota to obtain a minimum of 47.0% of the completed surveys from male respondents.



Respondent Profile

Chart 1
Gender of Respondents

All of the survey respondents were age 18 or over. Out of the 500 respondents, 21.4% were in the 25-35 age category, as well as 21.4% in the 36-45 age category.

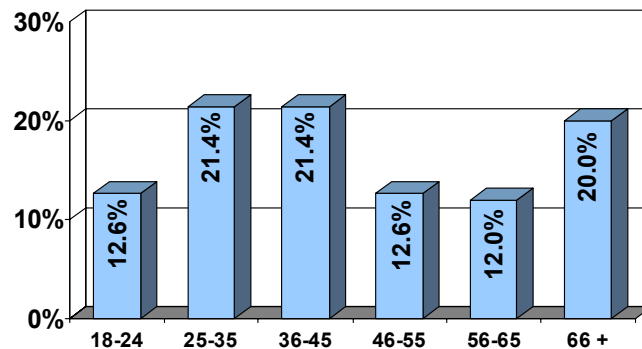


Chart 2
Age of Respondents

Twenty percent (20.0%) of respondents were in the age 66 and over category.



Respondent Profile - con't.

Chart 3

Age of Respondents - Compared to Census

Age Range	2004 Survey	2002 Survey	2001 Survey	2000 Census
18-24	12.6%	12.4%	12.6%	13.2%
25-35	21.4%	21.4%	21.4%	21.7%
36-45	21.4%	21.4%	21.4%	20.1%
46-55	12.6%	12.6%	12.6%	17.2%
56-65	12.0%	12.0%	12.0%	10.5%
Over 65	20.0%	20.2%	20.0%	17.4%

To ensure all ages of city residents participated in the survey, minimum quota levels were set for each age group. This chart shows how the responses by age compare with the 2000 census and 2002, and 2001 Citizen Surveys.

Chart 4

Household Income of Respondents

Income Category	% of Respondents
Under \$15,000	7.8%
\$15,000 - \$19,999	7.0%
\$20,000 - \$29,999	10.0%
\$30,000 - \$39,999	9.4%
\$40,000 - \$49,999	8.6%
\$50,000 - \$59,999	7.6%
\$60,000 - \$74,999	10.6%
\$75,000 - \$99,999	7.8%
\$100,000 - \$124,999	5.4%
\$125,000 +	2.4%
Unsure/NA	23.4%

One of the survey questions asked respondents to indicate an appropriate household income range. Of the 500 respondents, 383 provided income information. The largest category of respondents (10.6%) has a household income of \$60,000 to \$74,999, followed by 10.0% of the respondents who have a household income between \$20,000 and \$29,999.



Of the 500 survey respondents, 377 (75.4%) named White/Caucasian as their primary ethnic background and 15.6% named African-American/Black as their primary ethnic background. Three respondents (0.6%) did not indicate their primary ethnic background. Other ethnic backgrounds stated by 2.0% of respondents total but not listed in the chart are listed below.

Category	% of Respondents
White/Caucasian	75.4%
African-American/Black	15.6%
Hispanic	3.6%
Asian	2.8%
Other	2.0%
Unsure/NA	0.6%

Respondent Profile - con't.

Chart 5

Ethnic Background of Respondents

3 Respondents

Indian

Native American

1 Respondent

French/Native American

German

Greek

Irish

Over three quarters (78.2%) of the respondents owned a home or property in the City of Battle Creek. This percentage was 75.2% in 2002, 75.8% in 2001, 73.2% in 2000, 71.4% in 1999, 75.6% in 1998, and 73.0% in 1997.

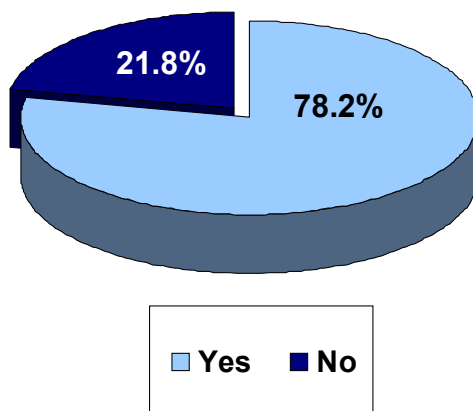


Chart 6

Home or Property Owner



Respondent Profile - con't.

Chart 7
Elementary School of Respondents

Historically, the elementary schools were categorized by Neighborhood Planning Councils (NPC), which grouped various elementary schools together. Since 2001, the elementary schools have been charted individually, as well as by Neighborhood Planning Councils.

Elementary School	2004 Survey	2002 Survey	2001 Survey
Minges Brook	10.0%	7.2%	10.4%
Prairieview	9.0%	8.8%	8.0%
Riverside	9.0%	7.4%	8.6%
Westlake	9.0%	6.0%	8.8%
Verona	7.0%	6.6%	6.0%
Post	6.2%	6.0%	6.0%
Fremont	6.2%	4.8%	6.2%
McKinley	5.6%	4.0%	5.6%
Urbandale	5.4%	6.2%	4.4%
Washington	4.8%	4.4%	4.8%
Lamora	4.2%	6.2%	3.6%
Colburn	3.8%	3.0%	3.4%
Franklin	3.6%	2.4%	4.8%
Roosevelt	3.0%	2.2%	3.0%
Kellogg	1.8%	1.6%	0.6%
Wilson	1.6%	1.2%	2.8%
Dudley	1.2%	1.4%	1.0%
Level	1.2%	1.0%	0.8%
Lincoln	1.0%	0.6%	2.0%
Other	0.0%	1.8%	1.0%
Unsure/NA	6.4%	17.2%	8.2%

Respondents were asked to indicate the elementary school they live closest to. Ten percent (10.0%) of the respondents lived closest to Minges Brook Elementary School, followed by Westlake, Prairieview, and Riverside Elementary Schools, with 9.0% of respondents each. Thirty-two respondents (6.4%) were unsure of which elementary school they lived closest to.

Chart 8
Neighborhood Planning Councils

Elementary School	2004 Survey	2002 Survey	2001 Survey
Minges Brook/Riverside	19.0%	14.6%	19.0%
Fremont/McKinley/Verona	18.8%	15.4%	17.8%
Prairieview/Westlake	18.0%	14.8%	16.8%
Lamora/Level/Urbandale	10.8%	13.4%	8.8%
Franklin/Post	9.8%	8.4%	10.8%
Dudley/Kellogg/Lincoln/Washington	8.8%	8.0%	8.4%
Colburn/Roosevelt/Wilson	8.4%	6.4%	9.2%
Other	0.0%	1.8%	1.0%
Unsure/NA	6.4%	17.2%	8.2%

When combining the elementary schools by Neighborhood Planning Councils, Minges Brook and Riverside Elementary School were

named by 19.0% of the respondents. Minges Brook and Riverside Elementary were followed closely by Fremont, McKinley and Verona Elementary Schools, indicated by 18.8% of respondents.

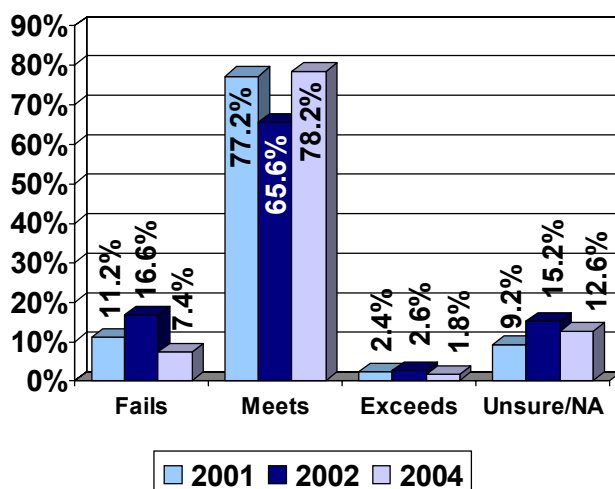


The 2004 City of Battle Creek Citizen Survey included a section that asked respondents a number of questions in regards to the city government.

City of Battle Creek Government

Chart 9
Level of Communication

Respondents were asked, "Does the level of communication between city government and residents meet, exceed, or fail your expectations?" Close to eighty percent (78.2%) of respondents said the level of communication meets their



expectations, while 1.8% indicated that their expectations are exceeded. Just over seven percent (7.4%) of respondents stated that the level of communication between city government and residents failed their expectations and twelve percent (12.6%) of respondents were unsure.

The respondents that felt the level of communication between city government and residents failed to meet their expectations were asked why they felt that way. The responses are listed below:

9 Respondents

Not enough communication

4 Respondents

They don't listen to residents

3 Respondents

They don't follow through

1 Respondent

AccessVision, a lot is done behind scenes, need more input
Agenda available to people
Can't get through
Concentrates on inner city problems
Don't explain why they do things, took away tax exemption also
Don't hear about meetings we could go to
Don't really know why just think they fail
Don't see them
Government doesn't care about all the areas
Haven't received help from resources, when qualified
It's a joke
Low income neighborhoods need help
Meetings not accessible

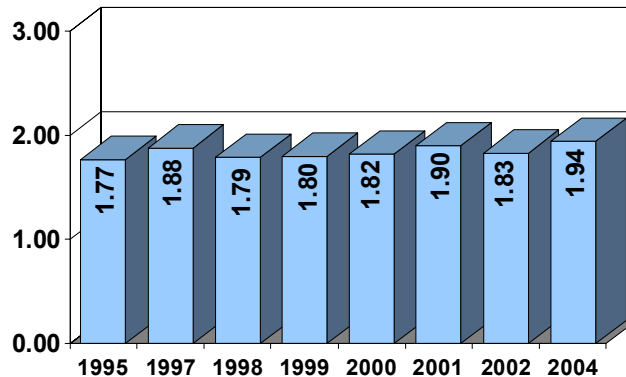


City of Battle Creek Government - con't.

1 Respondent - con't.

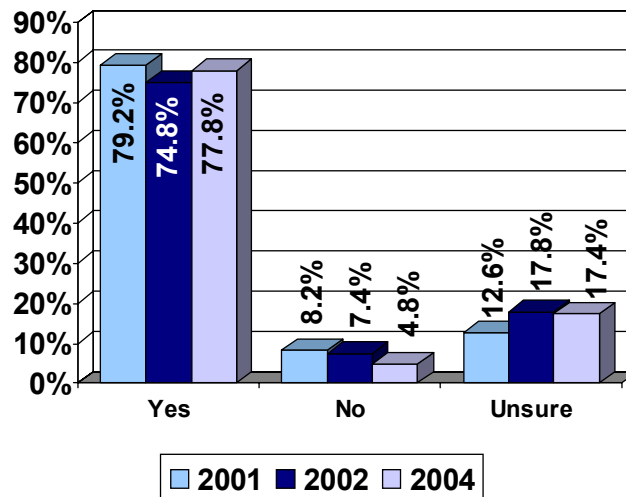
Never do what they say
 News only on television
 No communication and they don't listen
 Not concerned for everyone
 Not personable
 Only during elections
 They are rude
 They don't care

Chart 10
Level of Communication Comparison of Averages



A weighted average was calculated for this question where "fails" equals 1.00, "meets" equals 2.00, and "exceeds" equals 3.00. The weighted average of 1.94 in 2004 shows an increase from 1.83 in 2002.

Chart 11
Opportunities to Provide Input



When respondents were asked if city residents have sufficient opportunities to provide input to the City Commission, 77.8% said "yes," while 4.8% of the respondents did not feel they had sufficient opportunities.

Seventeen percent (17.4%) of respondents were unsure if they had sufficient opportunities to provide input to the City Commission. On the 2002 survey 74.8% said "yes," they had opportunities, while 7.4% did not feel they had sufficient opportunities.



The twenty-four respondents who do not feel city residents have sufficient opportunities to provide input to the City Commission were asked why. The responses are listed below.

4 Respondents

Do what they want

2 Respondents

Not enough opportunity

1 Respondent

Don't have info on meetings

Don't hear anything

Don't know how to

Don't know when the meetings are

I'm not informed enough

Meetings should be offered more

More opportunity for input

Need more

Need more information on how

No access

No community power

No responses

Not enough meetings

Not very hands-on, not a lot of input opportunities

Read articles- haven't cooperated with neighborhood organizations

They do it and tell you about it

They don't listen

They get cut off after 3 minutes

City of Battle Creek Government - con't.

Just over half (50.8%) of the respondents said that the City Commission considers community input "Most of the time," compared to 41.0% in 2002, and 49.8% in 2001. Just over eight percent

(8.2%) of respondents feel that Battle Creek City Commission considers community input "All of the time" which is an increase from 2.2% in 2002 and 5.8% in 2001. Seventeen percent (17.4%) of the respondents were unsure.

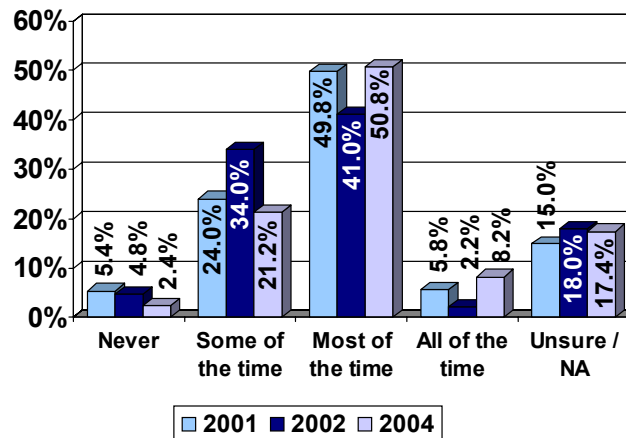


Chart 12

City Commission Considers Community Input



The respondents were asked if the Battle Creek City Commission considers community input before decisions are made. An average rating was calculated for this question on a scale of 1.0 to 4.0, where 1.0 indicates "All of the time," 2.0 indicates "Most of the time," 3.0 indicates "Some of the time," and 4.0 indicates "Never." The weighted average has improved over the past year as there has been a significant decrease for this question from 2.50 in 2002 to 2.22 in 2004. The 2001 rating for this question was 2.66.

The following demographic category has a significantly lower average for this area – household income \$20,000-\$29,999 (2.06).

Chart 13
**Reasons for
not
Considering
Community
Input**

Responses	2004 Survey	2002 Survey	2001 Survey
Do what they want	50.0%	50.0%	49.7%
No communication	21.2%	9.8%	8.8%
Don't get community input	11.9%	19.6%	7.5%
Other	8.5%	15.0%	18.4%
Unsure/NA	8.5%	13.9%	15.6%

Respondents who indicated "Some of the time" (21.2%) or "Never" (2.4%) were asked why they feel that way. The top three responses were because "they (City Commission) do what they want" (50.0%), "they (City Commission) don't get community input" (11.9%), and "there is no communication" (21.2%). These are the same top three responses as on the 2001 and 2002 surveys; however they were in a different order.

It is important to note that in 2002 respondents could list more than one response so the chart may total more than 100% for the 2002 responses.

Other reasons stated but not listed in the chart include:

3 Respondents

Don't listen and follow through on complaints

1 Respondent

Competing interests

Don't get community input, don't communicate and don't do what they say they will do

Haven't cooperated with neighborhood organizations

No time or communication

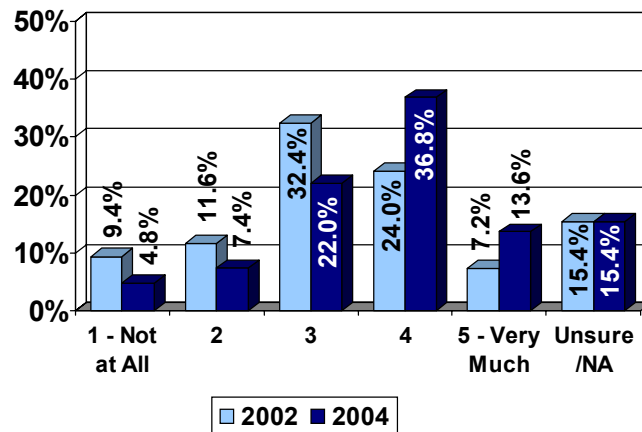
Not involved with lower income people

They probably get input but they get the wrong kind

Too busy

**Chart 14
Trust City
Commission**

Respondents were asked, "On a scale of one to five, with one indicating 'Not at all' and five indicating 'Very much,' do you trust the City Commission to do what they say they will do?" Only 13.6% of the



respondents stated that they trust the City Commission to do what they say they will do "Very much," while 36.8% gave the question a "4" rating. Less than five percent of the respondents (4.8%) do not trust the City Commission to do what they say they will do, giving the question a "Not at all" rating. Fifteen percent (15.4%) of the respondents were unsure.

An average rating was calculated for this question, where 1.0 indicates "Not at all" and 5.0 indicates "Very much." There has been a significant increase in the 2004 weighted average of 3.56, up from 3.09 in 2002. The weighted average for this question in 2001 was 3.40.

The following demographic categories have significantly higher averages for this area – closest to Wilson Elementary (4.50), closest to Minges Brook Elementary (3.88), and household income \$100,000-\$124,999 (4.00).

The following demographic category had a significantly lower average for this area – household income \$15,000-\$19,999 (2.90).

There was a strong correlation between responses to the statement "Do you trust the City Commission to do what they say they will do?" and the statement "Do you trust City staff to do what they say they will do?" The higher they rated trust for the City Commission to do what they say they will do, the higher they rated trust for the City staff to do what they say they will do.

When respondents were asked why they felt this way, 40.4% were unsure. The responses are categorized by how the respondent rated the question.

"1-Not at all" or "2" Rating

Don't trust politicians (18 Respondents)
Don't follow through (10 Respondents)
Don't listen (7 Respondents)
Past experience (5 Respondents)
AccessVision
All politics
Do not check with community
Don't call back
Hate the city, can't find a job
Haven't cooperated with neighborhood organizations
Need to be more open about things
Need to have earlier meetings
Need to represent BC better, don't help community like to fill pockets
No complaints
No results- keep same people in office with no new ideas
Not enough money
Not friendly
Not involved enough with lower income people
Seem unfair

"3" Rating

Don't trust politicians (10 Respondents)
Don't follow through (8 Respondents)
Don't listen (6 Respondents)
No reason not to (6 Respondents)
No complaints (3 Respondents)
Don't know them (2 Respondents)
Past experience (2 Respondents)
They only think about themselves (2 Respondents)
Always should be politically correct
Budget concerns only
Curfew not enforced and moved because of it
Depends on issues
Do some input not all
Doing a good job
Don't agree with plans
Don't study issues well, change minds on so many things for instance, zoning
If it benefits them they will do it
I'm skeptical
It takes a long time
Just the way I feel about it
Knows topic was ignored
Like other government officials
May not agree with it but they do it
More input needed
Some issues are met better than others
Some things in paper, I feel people aren't being heard
Sometimes they don't get residents involved with input
There is always room for improvement
They are okay
They could do more
They don't care about lower class
Wait and find out with new people

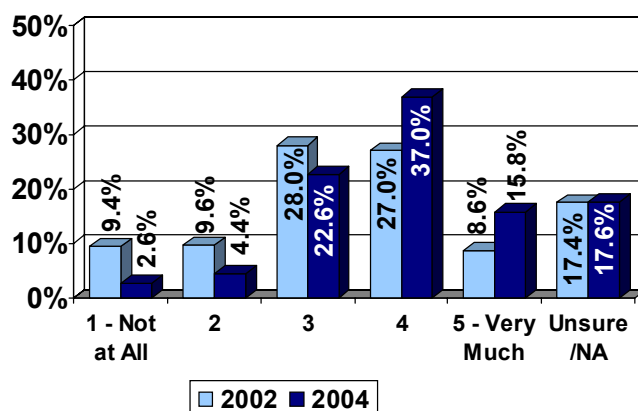
"4" or "5-Very Much" Rating

*They follow through (20 Respondents)
No complaints (19 Respondents)
No reason not to (19 Respondents)
Trust them (18 Respondents)
Past experience (13 Respondents)
Doing a good job (10 Respondents)
Elected by us (5 Respondents)
Know them (5 Respondents)
They are trying (4 Respondents)
Hope they do their job (3 Respondents)
Trying hard on North-side (2 Respondents)
There is always room for improvement (2 Respondents)
Getting paid for the job, better be doing it right (2 Respondents)
They listen (2 Respondents)
Read about them (2 Respondents)
It's their job (2 Respondents)
Address important priorities first
Attend committee meeting-good communication, fair people
Can't please everyone
City manager is always changing
Depends also on budget
Don't follow through
Don't trust politicians
Good communication
Good family friends
Good representation of community leaders
Good reputation
If they don't there would be consequences
In public eye
Involved with community
Just like them
Just the way I feel about it
Library issues
Like Godfrey
Listen at meetings
My questions get answered
Need to focus on things that really need work
New college
Observation
People of integrity
Reliable
Say they're not going to do anything
Seem fair
Still on television, giving info to public
They are good people
They aren't perfect
They care about what we want
They know their job
They read summaries and are willing to listen
They seem interested
They're happy if we're happy
Things I've heard
Up on things
Upstanding people
Watch on TV, fine group of people
Working hard to put Battle Creek together*



City of Battle Creek Government - con't.

Chart 15
Trust City Staff



Respondents were asked, "On a scale of one to five, with one indicating 'Not at all' and five indicating 'Very much,' do you trust the City staff to do what they say they will do?" Close to sixteen percent (15.8%) of

the respondents stated that they trust the City staff to do what they say they will do "Very much," while 37.0% gave the question a "4" rating. Only 2.6% of respondents do not trust the City staff to do what they say they will do, giving the question a "Not at all" rating. Seventeen percent (17.6%) of the respondents were unsure.

An average rating was calculated for this question, where 1.0 indicates "Not at all" and 5.0 indicates "Very much." There has been a significant increase in the 2004 weighted average of 3.72, up from 3.19 in 2002. The weighted average for this question was 3.60 in 2001.

The following demographic categories have significantly higher averages for this area – closest to Wilson Elementary (4.50), closest to Minges Brook Elementary (4.02), household income \$100,000-\$124,999 (4.00), and household income \$125,000+ (4.30).

The following demographic categories have significantly lower averages for this area – closest to Colburn Elementary (2.87) and household income \$15,000-\$19,999 (3.07).

There was a strong correlation between responses to the statement "Do you trust the City staff to do what they say they will do" and the statement "Do you trust City Commission to do what they say they will do" The higher they rated trust for the City staff to do what they say they will do the higher they rated trust for the City Commission to do what they say they will do.



When respondents were asked why they felt this way, 39.2% were unsure. The other responses are categorized by how the respondent rated the question, which include:

"1-Not at all" or "2" Rating

Don't follow through (9 Respondents)
Don't trust them (4 Respondents)
Past experience (4 Respondents)
They don't listen (2 Respondents)
All politics
Get paid to do nothing and don't work 40 hour weeks, they play
Hate them
No communication
Not enough money
Not fast about doing stuff
Procrastinating on job
Think of themselves, don't tell facts and truths
Un-kept promises

"3" Rating

No complaints (8 Respondents)
Don't follow through (6 Respondents)
Don't trust them (4 Respondents)
No reason not to (4 Respondents)
Past experience (4 Respondents)
Doing a good job (3 Respondents)
There is always room for improvement (3 Respondents)
They don't listen (3 Respondents)
I'm not involved (2 Respondents)
Satisfied (2 Respondents)
They don't care about low income people (2 Respondents)
Trust them (2 Respondents)
Do what they want
Don't agree with decisions
Follow upper management
Guilty by association
Hope so
It's their job
Library issues
Like other government officials
Never met them
Not competent
Not making changes
Road blocks
Seem like ok people
Skeptical
Sometimes get held back
They are responsive
They are trying
They at least tell residents what they want to hear
They seem professional
Things are decided before meeting
Things could be handled better, some things go wrong
Think they are sketchy
Trust halfway



"4" or "5-Very much" Rating

Do what they say (21 Respondents)
No reason not to (19 Respondents)
No complaints (17 Respondents)
It's their job (14 Respondents)
Past experience (13 Respondents)
Doing a good job (12 Respondents)
Satisfied (11 Respondents)
Trust them (9 Respondents)
They are good people (6 Respondents)
Know them (6 Respondents)
Always helpful (5 Respondents)
There is always room for improvement (4 Respondents)
Don't follow through (2 Respondents)
Don't trust them (2 Respondents)
If they didn't there would be consequences (2 Respondents)
I'm not involved (2 Respondents)
Read in paper (2 Respondents)
They are trying (2 Respondents)
Always on top of things
Always very friendly
Better than commission
Can't please everyone
Courteous
Dealt with them, good communication
Drugs and police seem loose
Easy to work with at times
Efficient
Good reputation
Great staff
Might not agree with it but they do it
Miller college is good
Not aware of mistakes
Nothing to gain
Observation
Open communication
Police are always understanding
Police are so helpful
Positive reactions
Reliable
See them on cable
Sometimes they don't get residents involved with input
Take me seriously
They are held accountable
They aren't involved enough
They care about people
They follow rules
They seem fair
They seem professional
They want the best
They work hard
Trust halfway
Very reliable
Water department tries really hard
Word of mouth
Work hard
Working to improve Battle Creek

This chart shows averages for each question compared with the responses in 2002 and 2001.

	2004 Average	2002 Average	2001 Average
The City Commission is trusted	3.56	3.09	3.40
The City staff is trusted	3.72	3.19	3.60

This chart shows the differences in averages to these two questions by neighborhoods. An average listed in bold indicates that the average is significantly higher or lower than the average for all respondents. The highest ratings for trust City Commission were from respondents living in the Minges Brook/Riverside area. The lowest rating for trust City Commission came from the Lamora/Level/Urbandale area.

Neighborhood	City Comm. 2004	City Staff 2004	City Comm. 2002	City Staff 2002	City Comm. 2001	City Staff 2001
All respondents	3.56	3.72	3.09	3.19	3.40	3.60
Minges Brook/Riverside	3.85	3.93	3.44	3.59	3.66	3.68
Franklin/Post	3.66	3.86	2.84	2.80	3.36	3.42
Prairieview/Westlake	3.59	3.69	3.02	3.03	3.35	3.52
Dudley/Kellogg/Lincoln/Washington	3.51	3.54	2.95	2.94	3.15	3.38
Colburn/Roosevelt/Wilson	3.47	3.48	3.07	3.14	3.08	3.51
Fremont/McKinley/Verona	3.38	3.73	3.09	3.30	3.31	3.59
Lamora/Level/Urbandale	3.33	3.55	2.72	2.85	3.59	3.95

The highest rating for City staff were from respondents living in the Minges Brook/Riverside area. The lowest ratings for trust City staff came from the Colburn/Roosevelt/Wilson area.

City of Battle Creek Government - con't.

Chart 16

Trust Ratings Average Comparisons

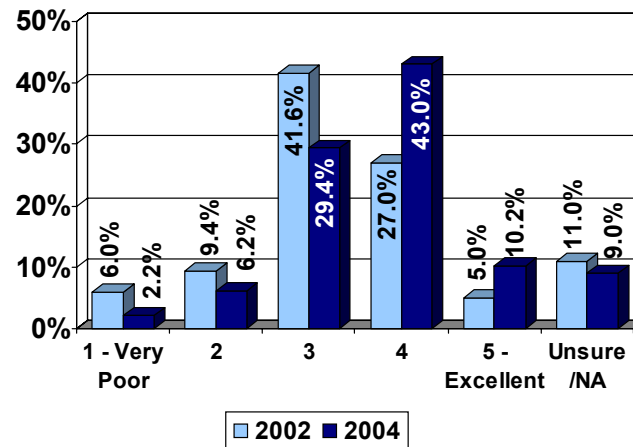
Chart 17

Trust City Commission/ Staff - by Neighborhood



City of Battle Creek Performance

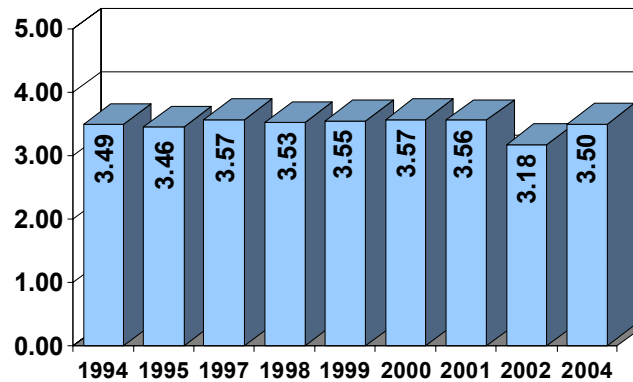
Chart 18
Overall Rating of City Government



On a scale of 1 to 5 with "1" indicating "very poor" and "5" indicating "excellent", respondents were asked to rate how well the City government is performing its duties overall. Close to half of the respondents,

43.0%, rated the question a "4" and 29.4% rated how well the City government is performing its duties overall a "3." Just over ten percent (10.2%) of the respondents rated it as "excellent" while only 2.2% of respondents rated it "very poor." Forty-five respondents (9.0%) were unsure how well the City government is performing its duties overall.

Chart 19
Overall Average for City Government Rating



The overall weighted average for this question was 3.50, which is a significant increase from 3.18 in 2002. It is important to note, however, that the 2004 weighted average of 3.50

closely mirrors the 1994, 1995, 1997, 1998, 1999, 2000, and 2001 weighted averages.



The following demographic categories had significantly higher averages for this area – age 25-35 (3.71), primary ethnic background White/Caucasian (3.62), closest to Riverside Elementary (3.80), and female (3.62).

The following demographic category had a significantly lower average for this area – household income \$15,000-\$19,999 (3.12).

City of Battle Creek Performance - con't.

Responses	2004 Survey	2002 Survey	2001 Survey
Don't like the city leaders	16.7%	3.9%	20.5%
Streets in poor condition	14.3%	35.1%	2.6%
City services are low quality	11.9%	20.8%	20.5%
No communication with leaders	9.5%	7.8%	7.7%
Crime has increased	4.8%	32.5%	5.1%
Other	35.7%	41.6%	30.8%
Unsure/NA	7.1%	9.1%	12.8%

Chart 20 Reasons for Specific Rating

The respondents who gave the City government a one or two rating were asked why they felt that way. Of the 42 respondents who gave a one or two rating, the top responses were that they don't like city leaders (16.7%), streets are in poor condition (14.3%), and city services are low quality (11.9%). Close to thirty-six percent (35.7%) of respondents stated other responses, which are listed below.

It is important to note that in 2002 respondents could list more than one response so the chart may total more than 100% for the 2002 responses.

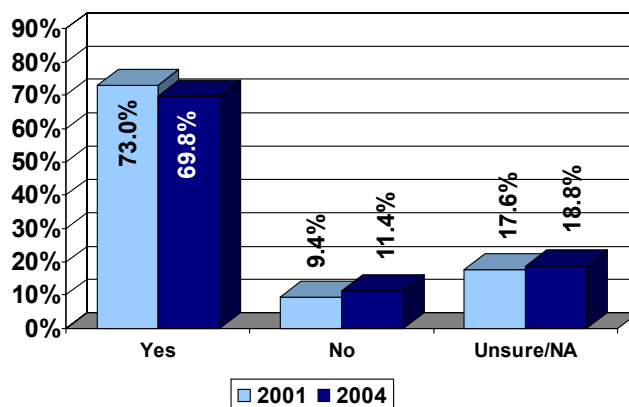
1 Respondent

A lot of city conflict within the city offices
Don't listen to residents
Employment-too much outsourcing
Haven't done much for under privileged neighborhoods
Help with abandoned vehicles
More money in white schools than others
No help for senior citizens
No leaf removal and the streets are in poor condition
Not efficient
Poor trash service and streets in poor condition
Streets need repair, city not doing their job, increase in crime
There is more they can do overall
They could do a better job with money
Things don't get done
Too much replacing of managers



City of Battle Creek Performance - con't.

Chart 21
Fairly
Allocate
Resources



Of the 500 survey respondents, almost seventy percent (69.8%) agree that the City fairly allocates resources to all areas of the community. Eleven percent (11.4%) of the respondents stated that the City

does not fairly allocate resources and 18.8% of respondents were unsure.

The 57 respondents who answered that the City does not fairly allocate resources were asked what resources are not allocated fairly. Their responses include:

Education

Schools (3 Respondents)

Funds for education (2 Respondents)

Housing/Neighborhoods

All aspects, neglect lower income neighborhoods

Help homeless more

Homelessness

Housing

Housing inspection unfair

Money to low income housing

Unfair neighborhood treatment, neglected in all areas

Money/Taxes

Money (3 Respondents)

Tax spending (3 Respondents)

Tax credits

Taxes

Parks and Recreation

More parks

Parks and recreation

Willard Beach is a disaster should also be a free park

Police/Code Compliance

Police (4 Respondents)

Code compliance (2 Respondents)

Police are oversaturated



Streets

Street repair (6 Respondents)
Road commission (4 Respondents)
Streets need repair (2 Respondents)
Not as much care in some neighborhoods (Road signs) (Stop signs)
Pot holes, snow
Road workers
Sidewalks
Street cleaner
Street conditions
Street sweeping and snow removal
Street upkeep
Trash on streets

Miscellaneous

FIA
Human services have to be stepped up
Minority businesses
More for mental health and homeless
More for senior citizens
More for teenagers
Outside contractors coming in to work
Restoration
Right to work
Some places get more
Sometimes

City of Battle Creek Performance - con't.

When respondents were asked if the City addresses the needs of their neighborhood fairly compared to other neighborhoods, over three quarters of the respondents (76.6%) indicated that the City addresses the

needs of their neighborhood fairly. Over ten percent (10.6%) of respondents stated that the City does not address the needs of their neighborhood fairly and sixty-four respondents (12.8%) were unsure.

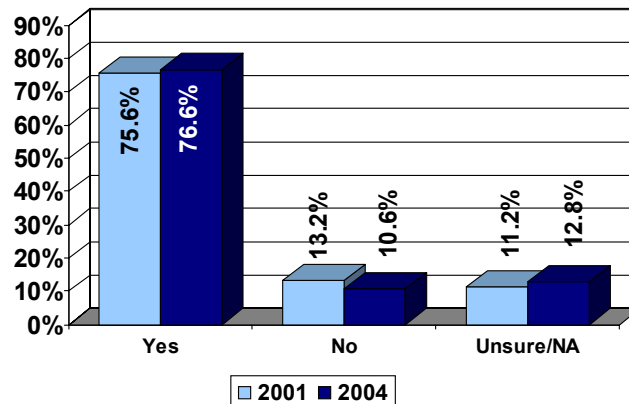


Chart 22
**Needs of
Neighborhood**



The 53 respondents who answered that the City does not fairly address the needs of their neighborhood were asked why they felt this way. Responses include:

Crime/Police

Crime (2 Respondents)
Drugs (2 Respondents)
Crime prevention
Need cops- too much speeding
Police
Regulate drug area, more attention for cleaning it up

Housing/Neighborhoods

In lower income neighborhood, don't give us as much attention (2 Respondents)
Appearance
Empty houses
Fix up other neighborhoods
Housing inspection unfair
Neglected-code compliance
Things done better in other neighborhoods
Too many houses sitting there with no one in them

Services

Leaf removal (2 Respondents)
Always last to be plowed
Street sweeping
Street sweeping and snow removal
Water draining ditch is dangerous, didn't repair it right
Woods not kept up

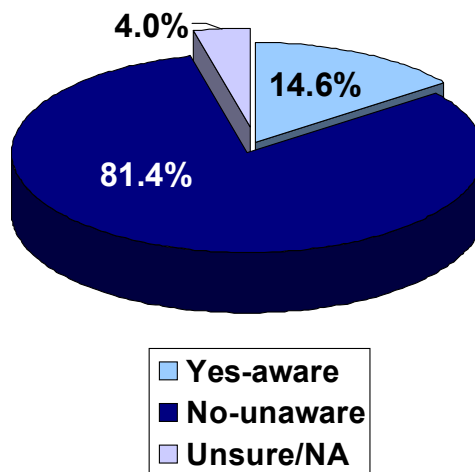
Streets/Sidewalks

Roads (11 Respondents)
Sidewalks need fixing (2 Respondents)
Curbs are broken, bottles in street
Street lights
Streets and sidewalks need repairs
Trash in streets

Miscellaneous

A lot that needs to be done that isn't
Different areas get more attention
Don't see results
Fair? What does fair mean?
Haven't taken care of some issues
High income versus low income, big difference
Just looking at a couple blocks ahead
Long way to go
More for mental health and homeless
Needs work
No help for senior citizens
Not enough fair treatment work; it never gets done
Not kept clean
Parking problem
Parks are still trashed
Schools aren't equally nice
Things need to be done
Trailer parked in street, accidents never took care of it

Respondents were asked if they were aware that the City of Battle Creek has a Golden Service customer service program. Responses included yes, no, and unsure. Over eighty percent (81.4%) of respondents were unaware of the Golden Service customer service program and 14.6% of respondents were aware of the program. Only twenty respondents (4.0%) were unsure.



City of Battle Creek Performance - con't.

Chart 23

Golden Service Customer Service Program

When the respondents were asked how many contacts they have had with City of Battle Creek staff in the past year, either in person or by telephone, less than half (40.2%) of the respondents have been in

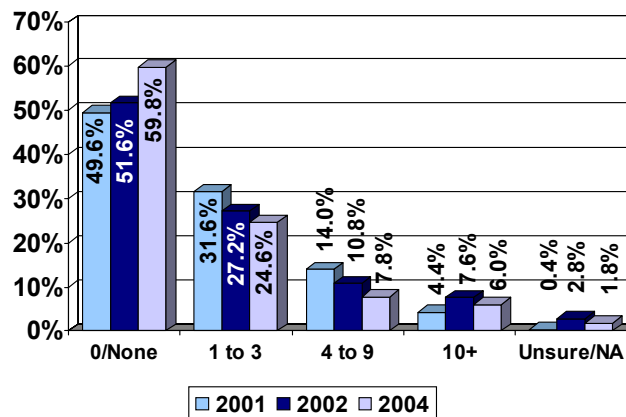


Chart 24

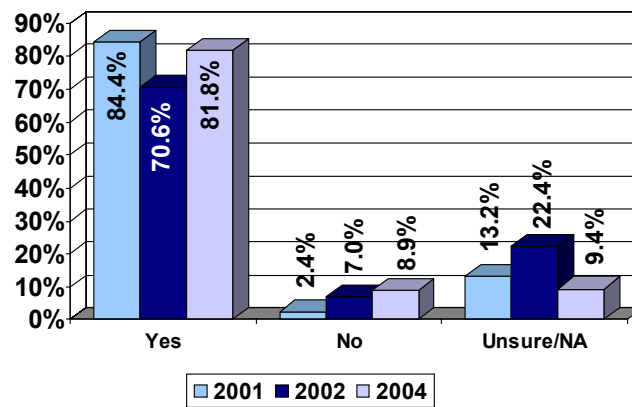
Number of Contacts

contact with the City of Battle Creek staff in the past year. Twenty-four percent (24.6%) of the respondents had 1 to 3 contacts with City of Battle Creek staff and only six percent (6.0%) of the respondents had 10 or more contacts in the past year. Over half of the respondents (59.8%) had not been in contact with City of Battle Creek staff in the past year and nine respondents (1.8%) were unsure.



City of Battle Creek Performance - con't.

Chart 25
Prompt Response



The 192 respondents who have been in contact with the City of Battle Creek staff within the past year were asked if they received a prompt response from City staff. Of the 192 respondents,

81.8% received a prompt response while 8.9% said they did not. Eighteen respondents, 9.4%, were unsure if they received a prompt response.

The respondents who received a prompt response were asked to name the department or departments. The following responses were given:

37 Respondents

Police

36 Respondents

Water

16 Respondents

Taxes

12 Respondents

City Hall

Utilities

9 Respondents

Code Compliance

8 Respondents

Road Commission

6 Respondents

Treasury

5 Respondents

City Manager

4 Respondents

City Clerk

Parks and Recreation

Waste Management

3 Respondents

Animal Control

Assessor

City Commission

Engineering

Garbage



2 Respondents

911

Courthouse

Field Services

Fire

1 Respondent

Absentee ballot

Building

County

Election time

Electric

Field Services

Finance

Housing

Human Resources

Land

Parking

Permits

Prosecutor

Public Works

Real estate information

Secretary of State

State Department

Street sweeping

Streets

Transportation

Veteran Benefits

The respondents who did not receive a prompt response were asked to name the department or departments and state why. The following responses were given:

3 Respondents

Police

Water

2 Respondents

Code Compliance

Zoning

1 Respondent

Ditch digging

Field Services

Drain ditch has caused flooding in my house

Funding- they are wasting city funds

Housing development

Parks and Recreation

Payable account

Permits

Taxes

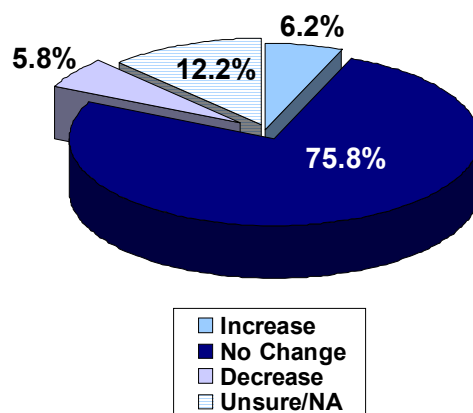
Tree service



City of Battle Creek Performance - con't.

Chart 26

Level of Services Provided



Respondents were asked if they had noticed an increase, a decrease or no change in the level of services provided by the City of Battle Creek. Over three quarters of respondents (75.8%) indicated that they had noticed no change in the services provided, while 6.2% noticed an increase and 5.8% noticed a decrease. Just over twelve percent of respondents (12.2%) were unsure.

The respondents who noticed an increase in the level of services provided by the City of Battle Creek in the past year were asked what or how. The following responses were given:

4 Respondents

Northside road work needs to be done
Sidewalks
Streets

2 Respondents

More police in neighborhood

1 Respondent

911 is faster
Better service
Budget
Buses
Change in council members
Christmas lights
City clerk
Community functions
Funding
Government
Improving streets going out of city
It's getting better
More friendly
More outreach programs
More parks and sidewalks
Need more communication with residents
New roads
Police department
School system
Services-211
Starting to get things done
Street sweeping
Taxes



The respondents who noticed a decrease in the level of services provided by the City of Battle Creek in the past year were asked what or how. The following responses were given:

**City of Battle
Creek
Performance -
con't.**

5 Respondents

Leaf removal

2 Respondents

Budget

1 Respondent

A lot of things that have gone unnoticed

Budget cuts in police force

Budget problems

City litter

Cut backs

Cut services

Employment

Funding

Higher prices of medication

Housing inspection is unfair

Less cut grass

More police in neighborhood

Need more communication with residents

Neglected roads

Neighborhood is going downhill

Not accomplishing things

Not doing anything in regards to funding for schools

Roads more icy

Since Kellogg has moved out

Snow plowing services have been cut

Snow removal

Steady decline of city

Street cleaners and snow plow not a good enough job

Streets

Taxes

They pretend to care when they really don't

Winter budget problems



Neighborhood Issues or Concerns

Chart 27

Top Three Issues or Concerns

All 500 respondents were asked one question in regards to the top issues or concerns facing their neighborhood.

Responses	% of Respondents
Drugs	14.3%
Streets	13.9%
Safety	11.4%
Speeding	9.8%
Crime	9.4%
Vandalism	9.0%
Leaf removal	6.9%
Stray animals	6.1%
Snow removal	5.7%
Garbage/Litter/Trash	5.3%
Street Lights	4.1%
Police/Police patrol	2.9%
Other	60.8%

When asked to indicate the top three issues or concerns facing their neighborhood, drugs was the top issue named by 14.3% of respondents, while 13.9% of respondents stated streets, followed by 11.4% of respondents stating safety. Close to sixty-one percent (60.8%) of respondents stated other responses not listed in the chart. These responses are listed in the text below.

Responses in the chart will total more than 100% as respondents were asked give the top *three* issues or concerns.

Children/Teenagers

Curfew (5 Respondents)
 Loitering (3 Respondents)
 Kid's behavior (2 Respondents)
 Too many kids playing in the streets (2 Respondents)
 Bullying
 Children raising children
 Kids misbehaving
 Nothing for kids to do
 Teen pregnancy
 Teenagers are violent
 Young drivers

Community

Not many community or neighborhood events for school age kids and families
 More activities for seniors for free
 No community events to be involved in
 Money for senior citizens and assistance for them, ice, people and jail

Crime

Break-ins (9 Respondents)
 Prostitution (8 Respondents)
 Theft (3 Respondents)
 Violence (3 Respondents)



Economy

Taxes (6 Respondents)
Employment (5 Respondents)
Easy access to businesses and malls
Economy
Expansion of businesses
Run down buildings need to be torn down

Education

Schools (3 Respondents)
Education (2 Respondents)
School tax of property tax and your evaluation is going up
Truancy

Housing/Neighborhoods

Code Compliance (4 Respondents)
Houses not kept up (4 Respondents)
Loud neighbors (2 Respondents)
Bad areas
Clean housing, clean up
Disrespectful neighbors
Don't like housing projects
Empty houses
House burned down and put it up for sale
House on corner is a disaster
Houses run down in neighborhood
Info to track neighbors (Pedophile)
Low property value
More house checks, they improve neighborhoods
People moving away
People who don't follow city code with their house appearance
Random people moving in and out
Rentals are too much
Rude neighbors
Security in homes
Sketchy people
Slum areas
Stricter rental property

Noise Levels

Animal noise (2 Respondents)
Loud cars (2 Respondents)
Noise (2 Respondents)
Loud music
Loud music from cars
Noisy cars and people
Quietness
Taft St. and Kingman have loud music

Parking/Transportation

Transportation (5 Respondents)
Parking (2 Respondents)
Bus stops
Can't park in streets on my block I get a ticket
Hospital needs more parking
No parking signs
Parking for hospital
Too much parking on streets
Trailer in street causes accidents



Neighborhood Issues or Concerns - con't.

Parks/Recreation

Foot traffic
Park needs to be cleaner
Park up keep
Parks not distributed evenly
Playground, parking lights

Streets/Sidewalks

Sidewalks (6 Respondents)
Street sweeping (5 Respondents)
Traffic (5 Respondents)
Downtown roads-need to widen streets to two lanes
Glenn Valley Apartment's sidewalks
Need four way stop sign
Need more stop signs
Put salt on sidewalk if it snows
Speed bumps - Harvard St.
Street gutter buildup
Street signs need to be more visible
Three way stop-no one stops
Walkway improvement
West Minges speed limit is way too slow and has had many issues with it. Needs to be increased to 35
Request for stoplight

Water/Sewer/Tree Services

Bad water (4 Respondents)
Drainage of rain water
Lack of drains causes flooding
Sewer
Trees around my house need cutting
Trees causing power outages
Trees cut that shouldn't be

Miscellaneous

Accidents
Can't think of any large problems just little ones
Cleanliness
Faster mail service
Fewer policemen doing nothing
Gambling
Gay rights
Homeless
Homeless need to carry ID
Keep city clean
Liquor store draws bad people near Territorial and Capital
Morals
More people need to recycle
Pay bills annually, taxes, preserve land
Racism
Rude City officials
Riverside should be kept the way it is
Separation of income
Separation of who does what by income and race
The mail isn't delivered to the house
Utility prices
Whole image of "Battle Creek" is bad
Wild animals tear up lawns



The 2004 Citizen Survey asked respondents a series of questions regarding their knowledge and usage of a variety of City services.

City Services

Respondents were asked whether or not they use City water. Almost eighty percent (79.4%) of respondents use City water, while 102 respondents (20.4%) do not. Only one respondent (0.2%) was unsure.

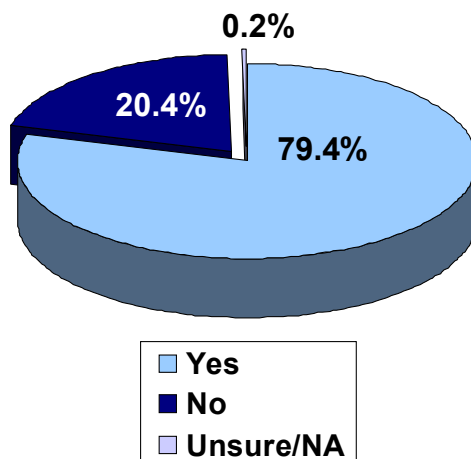


Chart 28
City Water Usage

The 397 respondents who use City water were asked how they would rate the quality of the water. Over half of all respondents (50.9%) indicated that City water was

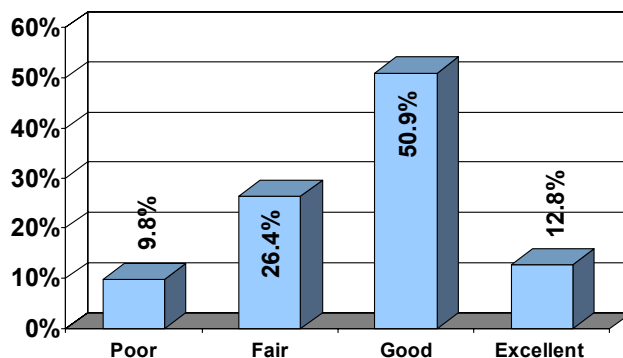


Chart 29
Quality of City Water

“good” and one quarter of respondents (26.4%) rate the water as “fair.” Close to thirteen percent (12.8%) of respondents indicated that the quality of City water was “excellent” and 9.8% indicated that the quality of City water was “poor.” The respondents who indicated poor quality were asked why they felt this way. Their responses include:

12 Respondents

Taste

9 Respondents

Rusty

7 Respondents

Hard

2 Respondents

Bad Pressure

Needed a water softener

Smells

Smells like chlorine

Won't drink it



City Services - con't.

1 Respondent

Calcium, lime

Leaves film on glass

Lime

Odor

Sediments in water

Too much iron

Very hard

We are the end of the line for water and the sediments all get dumped. We have the worst water.

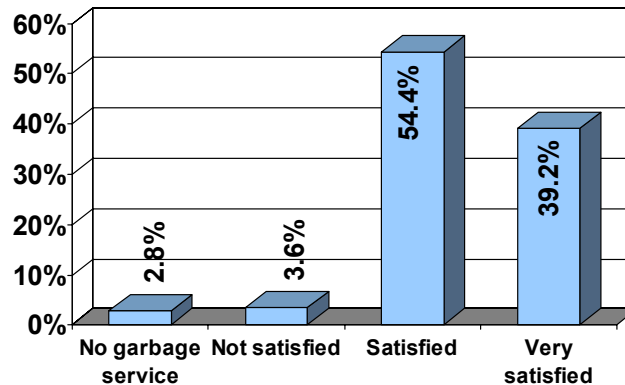
Yellowish

A weighted average was calculated for this question, where 1 indicates "poor," 2 indicates "fair," 3 indicates "good," and 4 indicates "excellent." The overall weighted average for this question was 2.67.

The following demographic categories had significantly higher averages for this area – primary ethnic background Hispanic (3.25) and household income \$100,000-\$124,999 (3.00).

The following demographic categories had significantly lower averages for this area – age 55-65 (2.42), closest to Urbandale Elementary (2.33).

Chart 30
Satisfaction with Garbage Service



Respondents were asked to rate their satisfaction with current garbage service. Response choices included "very satisfied," "satisfied," or "not satisfied." Of the 500 respondents, 468 respondents

(93.6%) were "satisfied" or "very satisfied" with their current garbage service. Only 3.6% of respondents were "not satisfied" with their current garbage service and 2.8% of respondents did not have a garbage service. The respondents who indicated they were "not satisfied" were asked why they felt this way. Their responses include:

2 Respondents

Too picky with garbage can size

1 Respondent

Argument over trash cans
Break garbage cans
Concerned that recycling isn't used enough
Could use some improvement, pick everything up if you drop some
Do it twice a week
Don't pick everything up, no bulky items
Don't pick up certain things, throw garbage cans
Have missed our house before
Miss our house, don't come back when called
Need more places to dump leaves
Never pick up recycling
Pick up what they want
Sometimes they are late
They don't care
Untimely leaf pickup
Want a change

City Services - con't.

The next question asked respondents if they participate in curbside recycling. Sixty-three percent (63.6%) of respondents participate in curbside recycling, while 36.4% do not.

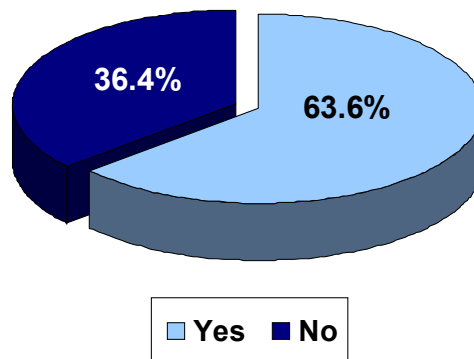


Chart 31
Participate in
Curbside
Recycling

The 182 respondents who do not participate in curbside recycling were asked what the city of Battle Creek could do to get them to participate in the recycling program. Almost seventy percent (69.8%) of respondents said there was nothing that the city could do to get them to use curbside recycling. Respondents' suggestions for what the City could do to get them to use curbside recycling included:

9 Respondents

Need a bin

7 Respondents

Make it free

3 Respondents

Make clear what can and can't be recycled

1 Respondent

Advertise more
Count on bin getting stolen all the time
Didn't know City had it
Don't offer it separate
Edgewater- recycling is unavailable here
Educate apartment owners

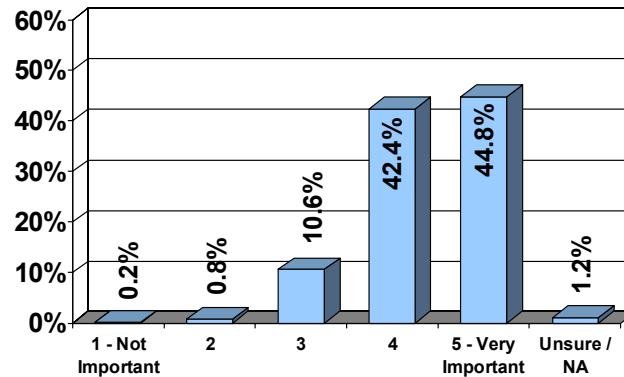


City Services - con't.

1 Respondent - con't.

*I need more information on it
Let me get situated and I will
Live in apartment so I can't get it
Make it a law
Offer reward for recycling
Pick up everything
Used to and would again if needed
Waste of time*

Chart 32
Condition
of Streets
on Quality
of Life



Respondents were asked, "On a scale of 1 to 5 with 1 indicating "not important" and 5 indicating "very important," how important do you feel the condition of streets is to the quality of life in the

City of Battle Creek?" Almost forty-five percent of respondents (44.8%) gave a response of "5" indicating "very important," followed closely by 42.4% who indicated a rating of "4." Only 1.0% of respondents rated the question a "2" or "1," which indicates "not important." Just over one percent (1.2%) of respondents were unsure.

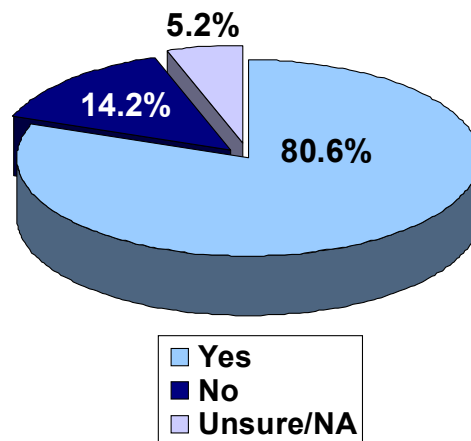
A weighted average was calculated for this question, where 1 indicates "not important" and 5 indicates "very important." The overall weighted average for this question was 4.32.

The following demographic categories had significantly higher averages for this area – age 36-45 (4.46), closest to Wilson Elementary (4.75), and household income \$75,000-\$99,999 (4.51).

The following demographic categories had significantly lower averages for this area – closest to Urbandale Elementary (3.96), and household income \$60,000-\$74,999 (4.02).



When respondents were asked about their satisfaction with the speed of snow removal in the City of Battle Creek, 80.6% of respondents indicated that "yes" they were satisfied and 14.2% indicated "no" they were not satisfied. Just over five percent (5.2%) of respondents were unsure.



City Services - con't.

Chart 33
**Speed of
Snow
Removal**

The seventy-one respondents who were not satisfied with the speed of snow removal in the City of Battle Creek were asked why. The following responses were given:

26 Respondents

Late or not timely

13 Respondents

Do not plow my street

8 Respondents

Do not do a good job

5 Respondents

Snow blocks driveways

2 Respondents

Secondary roads need to be plowed

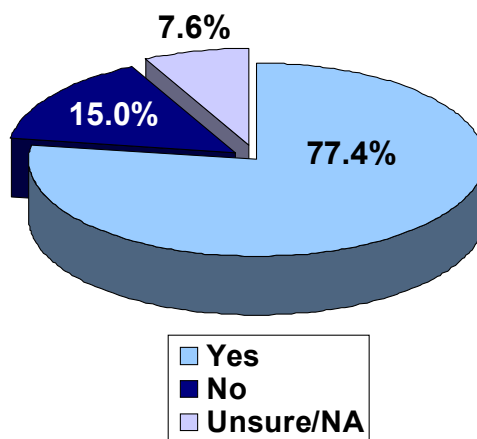
1 Respondent

Buses can't get through
Done when not very necessary
Huge snow banks obstruct vision
In some areas its good, some aren't as good
Martha Drive not clear
Needs to be more frequent
Not all areas done and they hit mailboxes
Not doing entire street, just one lane
Not equal throughout town
Not in all areas
Often times it isn't plowed (Highfield Road)
Orchard Ave. last street to be plowed all the time
Plow more often and sooner
Sidewalks and corners of driveway very poor
Sometimes ok, ice problem
Speed is ok until ends of the driveway
Takes a while to do



City Services - con't.

Chart 34
**Frequency of
Street
Sweeping**



When the 500 respondents were asked if they were satisfied with the frequency of street sweeping in the City of Battle Creek, 77.4% said "yes," while 15.0% said "no." Close to eight percent (7.6%) of respondents were unsure.

The 75 respondents who were not satisfied with the frequency of street sweeping in the City of Battle Creek were asked why. The following responses were given:

30 Respondents

Don't see them

18 Respondents

More frequent

4 Respondents

Leaf removal

3 Respondents

Collects and blocks drains

Trash and debris is everywhere

2 Respondents

They could be better

1 Respondent

Cleaner

Do it too much

Don't clean out gutters

Downtown has a lot of trash on the streets

Dump trucks run stop signs and speed

Horrible job

Live on a very dirty street

Never gets driveway clean

No curbs

Not in all areas

Poor effort

Some neighborhoods get neglected

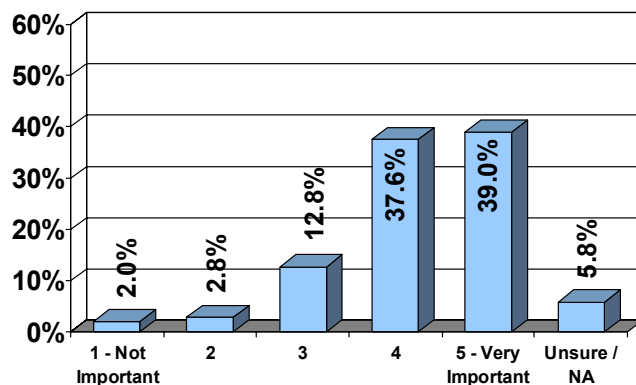
Trash and leaves everywhere

Trash in some areas of town

Trash on streets



Respondents were asked, "On a scale from 1-5 with 1 indicating "not important" and 5 indicating "very important," how important do you feel public transportation is to the quality of life in the City of Battle Creek. Close to forty percent (39.0%) of respondents said "very important," while 37.6% rated public transportation on the quality of life in the City of Battle Creek a "4." Only 2.0% of respondents said "not important." Over five percent (5.8%) of respondents were unsure.



City Services - con't.

Chart 35
Public Transportation on the Quality of Life

A weighted average was calculated for this question, where 1 indicates "not important" and 5 indicates "very important." The overall weighted average for this question was 4.15.

The following demographic categories had significantly higher averages for this area – primary ethnic background African-American/Black (4.35), household income \$15,000-\$19,999 (4.55), household income \$75,000-\$99,999 (4.46), and female gender (4.26).

The next question asked respondents if they have used the City Bus or Transit System in the past year. Close to eighty-four percent (83.8%) of respondents did not use the City Bus or Transit System, while 15.6% had used the City Bus or Transit System in the past year. Only three respondents (0.6%) were unsure.

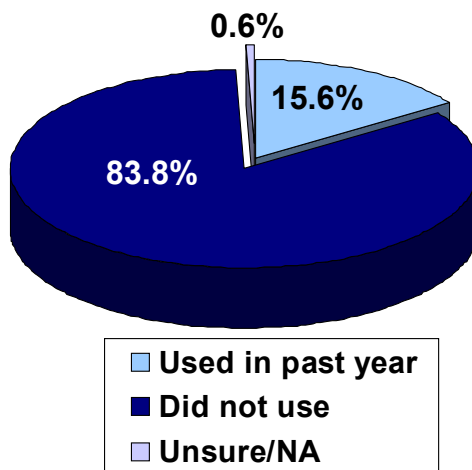


Chart 36
City Bus or Transit System



The 422 respondents who did not use or were unsure if they had used the City Bus or Transit System were asked what the City of Battle Creek could do to get them to use public transportation. Close to eighty-five percent (84.8%) of respondents stated that there was nothing the City of Battle Creek could do, while 9.5% of respondents gave responses, which are listed below. Over five percent (5.7%) of respondents were unsure.

Bus Stops/Routes

More bus stops (7 Respondents)

Direct route, Hamilton Street

Easier access and bus times

Easier to get to

Have it pick me up at home

Have more stops

Make buses on time

Make the stop on the corner

More bus stops on Helmer Rd.

More scheduled bus stop times

More scheduled runs for individuals who need it

More times

Residential routes/helpful with disabled

Routes in residential/city areas

Fares

Lower fares

Make pass worth more trips

Hours of Operation

Bad hours

Hours, stop times

Keep open later

Operated later at night from bars

Run later

Usage

Car breaks - last resort (2 Respondents)

Take away my car and I would

To and from work some days

We're out a ways from the buses

Would use it if I needed it

Miscellaneous

Advertise more (3 Respondents)

Advertise routes, advertise schedule

Curiosity

Extend bike path

Make it cleaner and smell better

Make it less confusing

Make it more convenient to take

Make it safer

No cars allowed

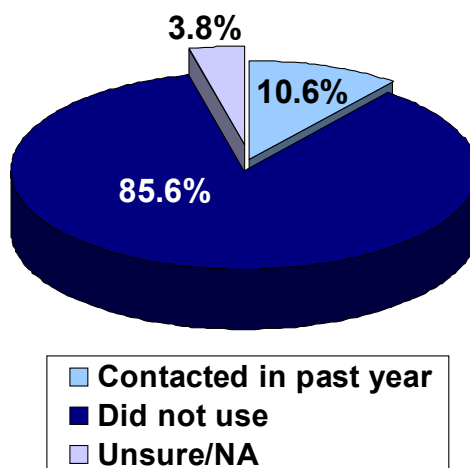
Safety by bus stops

Stop polluting air so much

Use it where it's needed, not pay money for no one using it

The respondents were asked a series of questions in relation to the City of Battle Creek Code Compliance Department.

The first question asked respondents if they have contacted the City's Code Compliance Department in the past year. Over eighty-five percent (85.6%) of the 500 respondents did not have contact with the Code Compliance Department in the past year, while 10.6% of respondents did have contact with the Code Compliance Department. Nineteen respondents (3.8%) were unsure.



City of Battle Creek Code Compliance Department

Chart 37
Contact with Code Compliance Department

The 53 respondents who had contact with the Code Compliance Department were asked to rate the Code Compliance Department's professionalism and responsiveness using a scale of 1-5 with 1 indicating "very poor" and 5 indicating "excellent."

Over twenty-eight percent (28.3%) of the 53 respondents rated the Code Compliance Department's professionalism a "4" while 26.4% stated that the Code Compliance Department's professionalism was "excellent."

Over ten percent (11.3%) of respondents rated the Code Compliance Department's professionalism as "very poor."

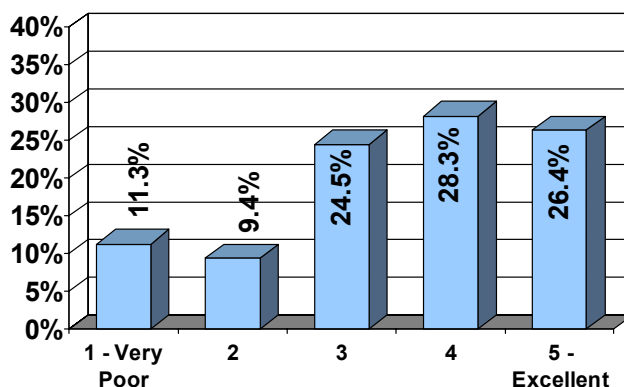


Chart 38
Code Compliance Department's Professionalism

A weighted average was calculated for this question, where 1 indicates "very poor" and 5 indicates "excellent." The overall weighted average for this question was 3.49.

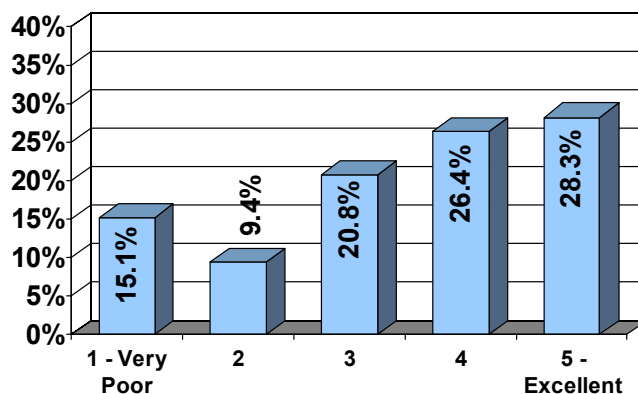


The following demographic category had a significantly higher average for this area – closest to Westlake Elementary (4.75).

There was a strong correlation between responses to the statement “Rate the Code Compliance Department’s professionalism” and the statement “Rate the Code Compliance Department’s responsiveness” The higher they rated the City of Battle Creek Code Compliance Department’s professionalism, the more likely they were to highly rate the Code Compliance Department’s responsiveness.

There was a strong correlation between responses to the statement “Rate the Code Compliance Department’s professionalism” and the statement “The Code Compliance Department improves neighborhood housing conditions” The higher they rated the City of Battle Creek Code Compliance Department’s professionalism, the more likely they were to believe that the Code Compliance Department improves neighborhood housing conditions.

Chart 39
Code
Compliance
Department's
Responsiveness



Over twenty-eight percent (28.3%) of the 53 respondents rated the Code Compliance Department’s responsiveness as “excellent” while 26.4% stated that the Code Compliance Department’s

responsiveness was a “4.” Over fifteen percent (15.1%) of respondents rated the Code Compliance Department’s responsiveness as “very poor.”

A weighted average was calculated for this question, where 1 indicates “very poor” and 5 indicates “excellent.” The overall weighted average for this question was 3.43.

The following demographic category had a significantly higher average for this area – closest to Westlake Elementary (4.50).

There was a strong correlation between responses to the statement “Rate the Code Compliance Department’s Responsiveness” and the statement “Rate the Code Compliance Department’s professionalism” The higher they rated the City of Battle Creek Code Compliance Department’s responsiveness, the more likely they were to highly rate the Code Compliance Department’s professionalism.

City of Battle Creek Code Compliance Department - con't.

There was a strong correlation between responses to the statement “Rate the Code Compliance Department’s responsiveness” and the statement “The Code Compliance Department improves neighborhood housing conditions” The higher they rated the City of Battle Creek Code Compliance Department’s responsiveness, the more likely they were to believe that the Code Compliance Department improves neighborhood housing conditions.

The 53 respondents who had contact with the City’s Code Compliance Department were also asked, “Do you strongly disagree, disagree, agree, or strongly agree that the Code Compliance

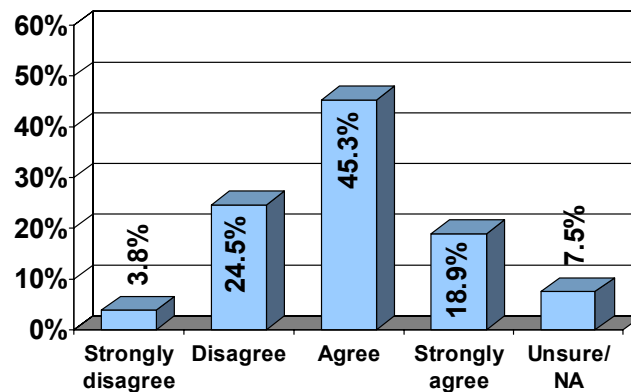


Chart 40

Code Compliance Department Improves Housing Conditions

Department improves neighborhood housing conditions.” Close to half of the respondents (45.3%) agreed with the statement, while 24.5% disagreed. Nineteen percent (18.9%) of respondents strongly agreed with the statement, while only four respondents (7.5%) were unsure.

The respondents that disagreed or strongly disagreed with the statement that the Code Compliance Department improves neighborhood housing conditions were asked to indicate why.

Strongly Disagree

*They cause as many problems as they solve
Very prejudice*

Disagree

*Don't follow through (6 Respondents)
Code compliance needs to address the issues in every neighborhood
Needs new staff
Pick on little stuff in places that need it
They cause as many problems as they solve
Took too long
Trouble, slow, mean
Very rude to me*



A weighted average was calculated for this question, where 1 indicates "strongly disagree," 2 indicates "disagree," 3 indicates "agree," and 4 indicates "strongly agree." The overall weighted average for this question was 2.86.

There was a strong correlation between responses to the statement "The Code Compliance Department improves neighborhood housing conditions" and the statement "Rate the Code Compliance Department's professionalism" The more they believe that the Code Compliance Department improves neighborhood housing conditions the higher they rated the City of Battle Creek Code Compliance Department's professionalism.

There was a strong correlation between responses to the statement "The Code Compliance Department improves neighborhood housing conditions" and the statement "Rate the Code Compliance Department's responsiveness" The more they believe that the Code Compliance Department improves neighborhood housing conditions the higher they rated the City of Battle Creek Code Compliance Department's responsiveness.

The respondents were asked a series of questions in relation to the City of Battle Creek Police Department.

City of Battle Creek Police Department

The respondents rated the police department on four factors using a scale of 1.0 to 5.0, with 1.0 indicating "very poor" and 5.0 indicating "excellent." Responsiveness received the highest rating (4.15), followed by professionalism (4.14), community involvement (4.08), and race relations (4.02).

When asked to rate the responsiveness of the Battle Creek Police Department, 34.8% stated "excellent," while 31.4% gave the responsiveness of the Police Department a "4" rating. Only 1.6%

of respondents rated the Battle Creek Police Department's responsiveness as "very poor," and 18.8% of respondents were unsure.

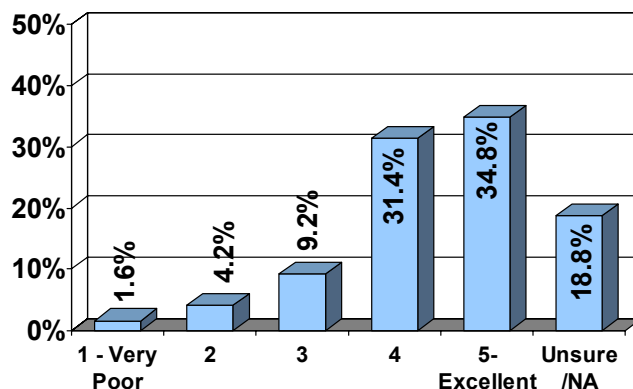


Chart 41
Police Department's Responsiveness

The average rating response for this question is 4.15, which is statistically higher than the 3.82 rating received in 2001. This question was not asked on the 2002 Citizen Survey.

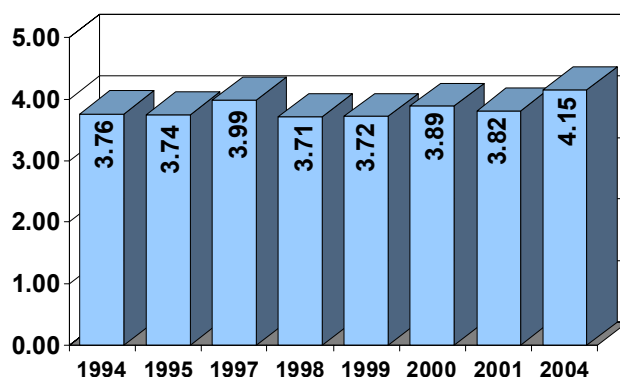


Chart 42
Police Department's Responsiveness Averages

The following demographic category has a significantly higher average for this area – age 25-35 (4.30).

The following demographic categories have significantly lower averages for this area – age 18-24 (3.73), and household income \$15,000-\$19,999 (3.52).



City of Battle Creek Police Department - con't.

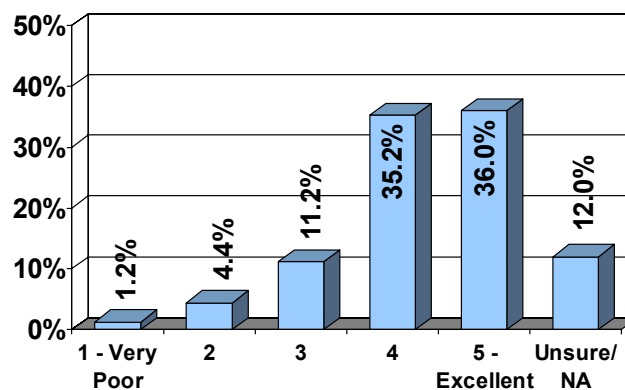
There was a strong correlation between responses to the statement "Rate the Battle Creek Police Department's responsiveness" and the statement "Rate the Battle Creek Police Department's professionalism." The higher they rated the Battle Creek Police Department's responsiveness, the more likely they were to highly rate the Battle Creek Police Department's professionalism.

There was a strong correlation between responses to the statement "Rate the Battle Creek Police Department's responsiveness" and the statement "Rate the Battle Creek Police Department's community involvement." The higher they rated the Battle Creek Police Department's responsiveness, the more likely they were to highly rate the Battle Creek Police Department's community involvement.

There was a strong correlation between responses to the statement "Rate the Battle Creek Police Department's responsiveness" and the statement "Rate the Battle Creek Police Department's race relations." The higher they rated the Battle Creek Police Department's responsiveness, the more likely they were to highly rate the Battle Creek Police Department's race relations.

There was a strong correlation between responses to the statement "Rate the Battle Creek Police Department's responsiveness" and the statement "The Police Department improves community safety." The higher they rated the Battle Creek Police Department's responsiveness, the more likely they were to believe that the Police Department improves community safety.

Chart 43
Police Department's Professionalism

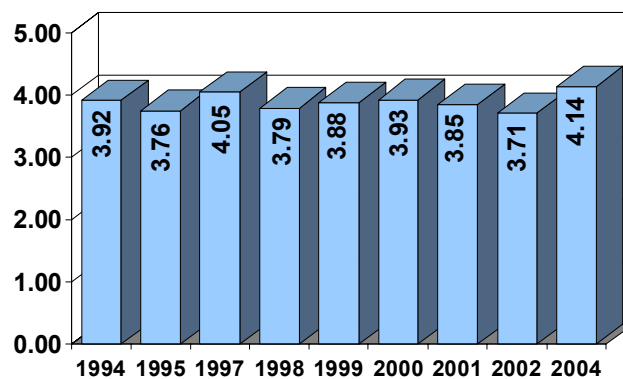


Respondents were asked to rate the professionalism of the Battle Creek Police Department. Thirty-six percent (36.0%) of respondents rated the City of Battle Creek Police Department's

professionalism as "excellent," followed by 35.2% rating the Police Department's professionalism a "4." Only 1.2% of respondents stated "very poor," and 12.0% of respondents were unsure.



The average rating response for this question is 4.14, which is statistically higher than the 3.71 rating received in 2002.



City of Battle Creek Police Department - con't.

Chart 44
Police Department's Professionalism Averages

The following demographic categories had significantly higher averages for this area – age 25-35 (4.33), closest to Wilson Elementary (4.75), closest to Minges Brook Elementary (4.46), household income \$40,000-\$49,999 (4.50), and household income \$100,000-\$124,999 (4.61).

The following demographic categories had significantly lower averages for this area – age 18-24 (3.76), and household income \$15,000-\$19,999 (3.59).

There was a strong correlation between responses to the statement “Rate the Battle Creek Police Department’s professionalism” and the statement “Rate the Battle Creek Police Department’s responsiveness” The higher they rated the Battle Creek Police Department’s professionalism, the more likely they were to highly rate the Battle Creek Police Department’s responsiveness.

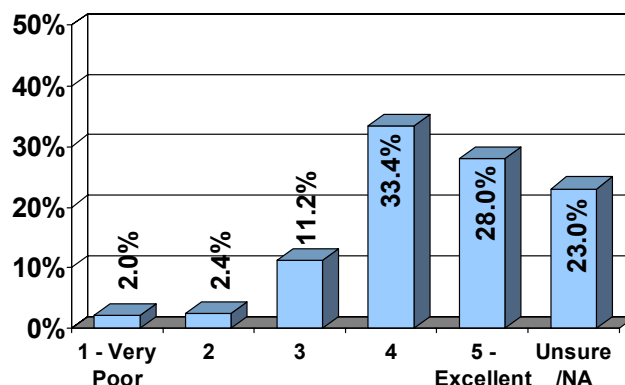
There was a strong correlation between responses to the statement “Rate the Battle Creek Police Department’s professionalism” and the statement “Rate the Battle Creek Police Department’s community involvement” The higher they rated the Battle Creek Police Department’s professionalism, the more likely they were to highly rate the Battle Creek Police Department’s community involvement.

There was a strong correlation between responses to the statement “Rate the Battle Creek Police Department’s professionalism” and the statement “Rate the Battle Creek Police Department’s race relations” The higher they rated the Battle Creek Police Department’s professionalism, the more likely they were to highly rate the Battle Creek Police Department’s race relations.



City of Battle Creek Police Department - con't.

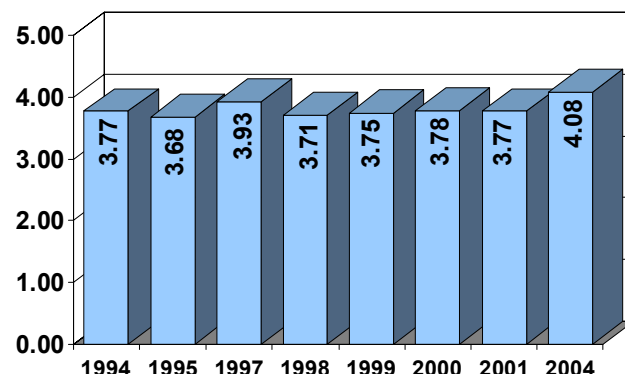
Chart 45
Police Department's Community Involvement



When respondents were asked to rate the City of Battle Creek Police Department's community involvement, 33.4% stated "4," while 28.0% stated "excellent." Only 2.0% of

respondents stated "very poor," and 23.0% of respondents were unsure.

Chart 46
Police Department's Community Involvement Averages



The average rating response for this question is 4.08, which is statistically higher than the 3.77 rating received in 2001. This question was not asked on the 2002 Citizen Survey.

The following demographic categories have significantly higher averages for this area – age 66 and over (4.30), and household income under \$15,000 (4.45).

The following demographic categories have significantly lower averages for this area – age 18-24 (3.67), and household income \$15,000-\$19,999 (3.56).

There was a strong correlation between responses to the statement "Rate the Battle Creek Police Department's community involvement" and the statement "Rate the Battle Creek Police Department's professionalism" The higher they rated the Battle Creek Police Department's community involvement, the more likely they were to highly rate the Battle Creek Police Department's professionalism.

There was a strong correlation between responses to the statement "Rate the Battle Creek Police Department's community involvement" and the statement "Rate the Battle Creek Police Department's responsiveness" The higher they rated the Battle Creek Police Department's community involvement, the more likely they were to highly rate the Battle Creek Police Department's responsiveness.

City of Battle Creek Police Department - con't.

There was a strong correlation between responses to the statement "Rate the Battle Creek Police Department's community involvement" and the statement "Rate the Battle Creek Police Department's race relations" The higher they rated the Battle Creek Police Department's community involvement, the more likely they were to highly rate the Battle Creek Police Department's race relations.

When respondents were asked to rate the City of Battle Creek Police Department's race relations, 27.0% stated "4," while 23.0% stated "excellent." Only 2.0% of respondents stated "very poor," and 35.2% of respondents were unsure.

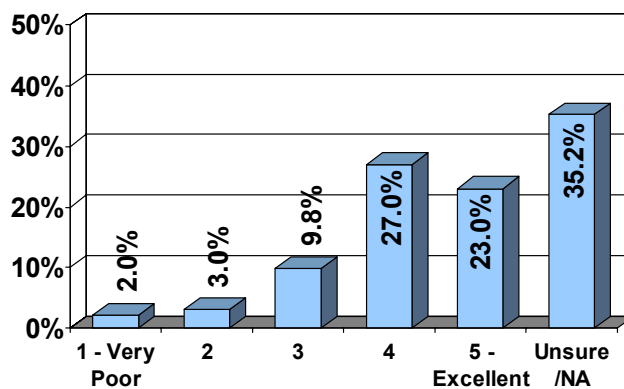


Chart 47
Police Department's Race Relations

The average rating response for this question is 4.02, which is statistically higher than the 3.69 rating received in 2001. This question was not asked on the 2002 Citizen Survey.

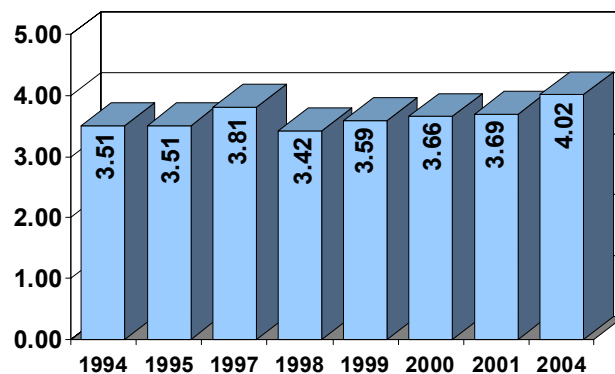


Chart 48
Police Department's Race Relations Averages

The following demographic category has a significantly higher average for this area – closest to Riverside Elementary (4.36).



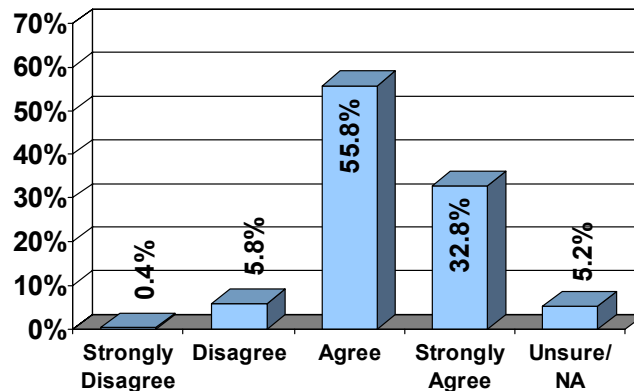
The following demographic categories have significantly lower averages for this area – age 18-24 (3.59), primary ethnic background African-American/Black (3.62), closest to Fremont Elementary (3.42), and household income \$15,000-\$19,999 (3.12).

There was a strong correlation between responses to the statement “Rate the Battle Creek Police Department’s race relations” and the statement “Rate the Battle Creek Police Department’s professionalism” The higher they rated the Battle Creek Police Department’s race relations, the more likely they were to highly rate the Battle Creek Police Department’s professionalism.

There was a strong correlation between responses to the statement “Rate the Battle Creek Police Department’s race relations” and the statement “Rate the Battle Creek Police Department’s responsiveness” The higher they rated the Battle Creek Police Department’s race relations, the more likely they were to highly rate the Battle Creek Police Department’s responsiveness.

There was a strong correlation between responses to the statement “Rate the Battle Creek Police Department’s race relations” and the statement “Rate the Battle Creek Police Department’s community involvement” The higher they rated the Battle Creek Police Department’s race relations, the more likely they were to highly rate the Battle Creek Police Department’s community involvement.

Chart 49
**Police
Department
Improves
Community
Safety**



Respondents were asked if they strongly disagree, disagree, agree or strongly agree that the Police Department improves community safety. Close to ninety percent (88.6%) of respondents stated

that they strongly agreed or agreed with the statement. Only two respondents (0.4%) stated that they strongly disagreed with the statement and 5.2% were unsure.

A weighted average was calculated for this question, where 1 indicates "strongly disagree," 2 indicates "disagree," 3 indicates "agree," and 4 indicates "strongly agree." The overall weighted average for this question was 3.28.

The following demographic categories have significantly higher averages for this area – closest to Post Elementary (3.52), and closest to Minges Brook Elementary (3.49).

The following demographic category has a significantly lower average for this area – age 18-24 (3.05).

There was a strong correlation between responses to the statement "The Police Department improves community safety" and the statement "Rate the Battle Creek Police Department's professionalism" The more they believe that the Police Department improves community safety the higher they rated the Battle Creek Police Department's professionalism.

The 31 respondents who disagreed or strongly disagreed with the statement that the Police Department improves community safety were asked why they felt this way. Their responses included:

Strongly Disagree

*Do not arrest for no reason
Safety*

Disagree

*Don't see them much (3 Respondents)
Don't see them ever when I call (2 Respondents)
A lot of trap zones and tickets are unnecessary; they should focus on serious crimes more
At times they make it worse
Certain areas need more attention
Could do better
Crime is still awful
Don't answer calls, follow up
Don't care about community
Don't have control to do that
Don't really know why just disagree
Don't show effort to follow up on issues
I had a few incidents
Judges turning criminals loose
More presence with a smile throughout the community
Need better community involvement
Need to eliminate drugs
Need to patrol more
Personal experience-no protection
Police don't answer calls in certain neighborhoods*

City of Battle Creek Police Department - con't.

Disagree - con't.

*Racism in force too much
Slow to get somewhere
Stopped 3 times for tinted windows
Take care of more important crimes
They are too hard on black people
They could do a better job
They have too much ego
Unsolved murders
Wouldn't say why-but was very upset*

There were differences in ratings for these factors based upon the respondents' neighborhood:

Chart 50
Police Department Neighborhood Rating

Neighborhood	Responsiveness	Professionalism	Community Involvement	Race Relations
All respondents	4.14	4.15	4.08	4.02
Minges Brook/Riverside	4.59	4.79	4.75	4.95
Prairieview/Westlake	4.40	4.49	4.49	4.80
Dudley/Kellogg/Lincoln/Wash.	4.15	3.81	3.97	4.13
Colburn/Roosevelt/Wilson	4.13	4.36	3.97	4.08
Franklin/Post	4.12	4.26	4.26	4.00
Fremont/Mckinley/Verona	4.06	4.14	3.93	3.78
Lamora/Level/Urbandale	4.06	3.96	4.02	3.89

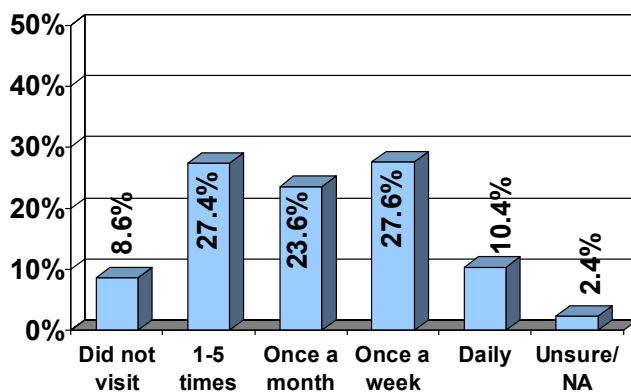
An average listed in bold indicates that the average is significantly higher or lower than the average for all respondents. The highest ratings in all four categories came from the Minges/Riverside areas. The lowest ratings in three of the four areas came from the Fremont/McKinley/Verona neighborhood.



The 2004 Citizen Survey included a series of questions related to downtown Battle Creek.

Respondents were asked to indicate how often they have visited downtown Battle Creek in the past year. Close to twenty-eight percent (27.6%) visit downtown Battle Creek once a

week, while 27.4% visit downtown 1-5 times a year. Ten percent (10.4%) of respondents go downtown daily and only 8.6% of respondents stated that they have not visited downtown Battle Creek in the past year. Twelve respondents (2.4%) were unsure.



Downtown Battle Creek

Chart 51
Downtown Battle Creek Visits in Past Year

The 445 respondents who have visited downtown Battle Creek in the past year were asked to rate the ease of finding parking on a scale of 1 to 5, with 1 indicating "difficult" and 5

indicating "easy." Sixty-four percent (64.0%) of respondents gave a response of 4 or 5, indicating that it is fairly easy to find parking spots downtown. Only 11.0% of respondents gave a response of 2 or 1, indicating that it is fairly difficult to find parking spots downtown. Only 3.8% of the 445 respondents were unsure.

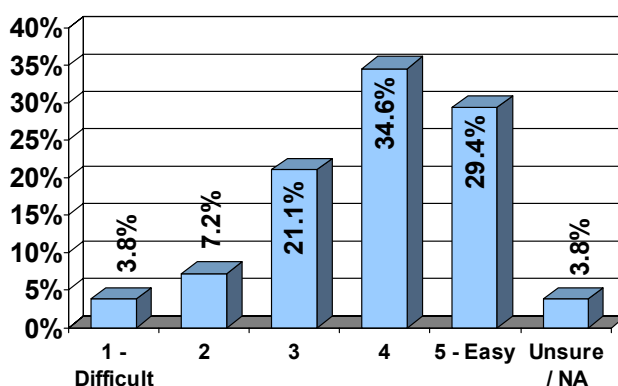


Chart 52
Ease of Parking

A weighted average was calculated for this question, where 1 indicates "difficult" and 5 indicates "easy." The overall weighted average for this question was 3.82.



Downtown Battle Creek - con't.

The following demographic categories had significantly higher averages for this area – closest to Washington Elementary (4.29), closest to Level Elementary (4.60), and closest to Minges Brook (4.17).

The following demographic categories had significantly lower averages for this area – closest to Colburn Elementary (3.00), and household income \$15,000-\$19,999 (3.14).

All 500 respondents were asked, “What could the City of Battle Creek do to encourage you to visit downtown Battle Creek?” Close to half of the respondents (47.6%) said there was nothing the City of Battle Creek could do, while 44.4% (222 respondents) listed responses as to what the City of Battle Creek could do to encourage them to visit downtown Battle Creek.

Chart 53
Encourage Visits Downtown

Responses	% of Respondents
More stores	32.9%
More restaurants	8.6%
More activities	8.6%
More/easier parking	7.2%
Festivals/events	5.9%
Other	44.4%

The top responses from the 222 respondents include: more stores (32.9%), more activities and more restaurants (8.6% each). Other responses given but not listed in the chart are listed below.

Responses in the chart may total more than 100% as respondents were able to list more than one response.

Buildings/Housing

More lofts/luxury apartments and residential areas (3 Respondents)

Utilize old buildings (2 Respondents)

Housing

Culture/Diversity

More variety (3 Respondents)

Add more than businesses

More culture

More diversity

No ethnic culture, no radio station, no black culture, more of that

Entertainment/Activities

Movie Theater (6 Respondents)

More concerts (3 Respondents)

More night life (4 Respondents)

More theatre (2 Respondents)

Entertainment

More clubs

More excitement



Entertainment/Activities - con't.

*Push entertainment, more boutique type shopping
Recreational center
Recreations/museum, advertise more
Skating rink*

Family/Children Activities

*Family things, arts and craft businesses
More kid friendly (2 Respondents)
Learning center for children downtown
More family oriented*

Improvements

*Clean it up (2 Respondents)
Improve every aspect of it
Make it better known - market downtown better
More bulletin boards
More development in McCamly Square*

Jobs

*More jobs (2 Respondents)
Get Kellogg out- put more local jobs back*

Parking

*Free parking (5 Respondents)
Less parking tickets
Take away parking meters, gives to many parking tickets*

Restaurants

*More cafés (3 Respondents)
Better quality restaurants (2 Respondents)
Higher quality restaurants like Kalamazoo
More coffee shops (2 Respondents)
More upscale restaurants
Coupons or incentives to eat downtown more often
Opportunity for coupons at restaurants
Outside eateries in summer
Sales discounts at restaurants*

Stores/Businesses

*More businesses (6 Respondents)
More clothing stores (4 Respondents)
More reasonable priced stores (4 Respondents)
Better quality stores (3 Respondents)
Lowe's downtown (2 Respondents)
More specialty shops (3 Respondents)
Hair and nail salon (2 Respondents)
More drug stores (2 Respondents)
Antique mall
Bank
Boutiques
Grocery store
Loss of family stores as well*



Downtown Battle Creek - con't.

Stores/Businesses - con't.

Make it how it used to be, bring back more businesses
Men's clothing store
More modern stores
More privately owned stores
More unique shopping and dining places
New businesses and decorate more for seasons
Offer some incentives for business owners other than bars and taverns
Put some department stores in and get rid of malls
Shoe store, more variety
Small stores needed
Stores that are open after 5
Too many businesses
Women's stores

Streets/Traffic Lights

Better streets and playgrounds
Less traffic
Make traffic lights in-sync
Mark the streets better
More lighting

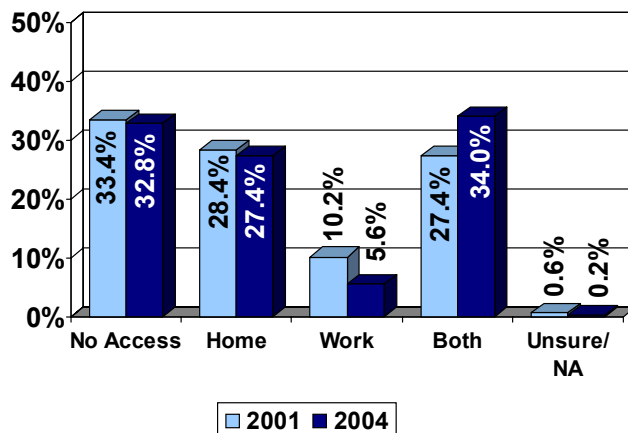
Miscellaneous

Christmas lights (4 Respondents)
Less people
More buses open later
More involvement with community free of cost
New to area, will eventually go more later
Senior citizen activities-Bingo
Youth concerns



The respondents were asked a series of questions regarding the Internet.

Respondents were asked to indicate if they have access to the Internet from home, work, both, or no Internet access at all. Of the 500 respondents, 34.0% have access to the Internet at both home and work, while 32.8% of respondents have no access at all. Only one respondent (0.2%) was unsure if they had internet access at work or home.



Internet

Chart 54

Internet Access

The 335 respondents that had Internet access at home, work, or both were asked, "In the past year, have you visited the City's web site?" Over three quarters (75.8%) of the respondents said "no," while 24.2% said "yes."

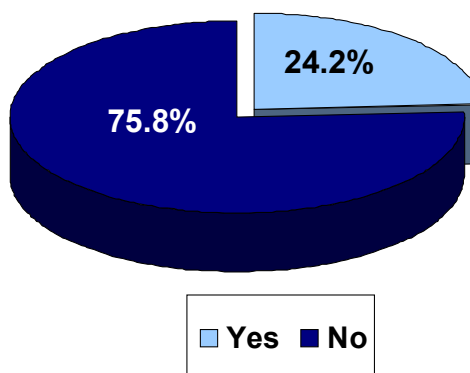


Chart 55

Visit City of Battle Creek's Web Site

The 81 respondents who had access to the Internet and have visited the City's web site in the past year were asked to indicate what information or services they would like to see on the web site. Close to half of the respondents (46.9%) were unsure what information or services they would like to see on the web site, while 53.1% of respondents gave the following responses:

Career/Employment

Employment
Jobs



Internet - cont.

Meetings

Information on city meetings

Meeting information

More info on what is going on

More information on shopping and attractions

When issues are being discussed for meetings, legislation issues

Nothing Needed

Had everything I was looking for

Like what is already on it

They do a great job

Online Billing

Online bill payment

Online billing

Utilities online

Recreation/Entertainment

Recreation things (2 Respondents)

Recreational activities (2 Respondents)

City attractions downtown

Events going on

Local activities/entertainment

Local community activities

More events

More info on entertainment

Things to do

Taxes

Property tax information (2 Respondents)

Property tax assessing records

Better aerial mapping

Miscellaneous

Weather (3 Respondents)

Animal information, pet laws, what is allowed and what isn't

Be able to contact departments

Better search engine to get building permits

Clearing house for RISE, carpooling info or groups online

Directory services

Had trouble finding it

Have a search engine on the site

Info on animal control laws

Local news

Local phone numbers

More ways to contact officials through the Internet

Phone, addresses, e-mail

Police website

Recycling

School district stuff

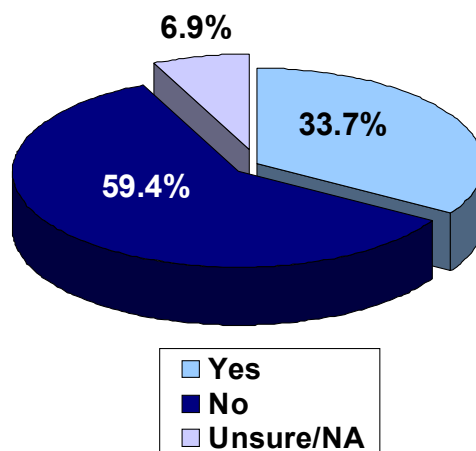
Town office hours

Updated-forms need to be there

Where to locate Chamber of Commerce



The 335 respondents who had access to the Internet were asked, "If the City of Battle Creek offered online bill payment, would you use it?" Close to sixty percent (59.4%) of respondents said "no," while 33.7% said "yes." Seven percent (6.9%) of respondents were unsure if they would use online bill payment.



Internet - cont.

Chart 56
Online Bill Payment

Of the 113 respondents who stated that they would use online bill payment, 61.9% would not be willing to pay for the service. Twenty-four percent (23.9%) of respondents were willing to pay under \$1.00 and only 10.6% of respondents were willing to pay between \$1.00 - \$3.00. Four respondents (3.5%) were unsure how much they would be willing to pay.

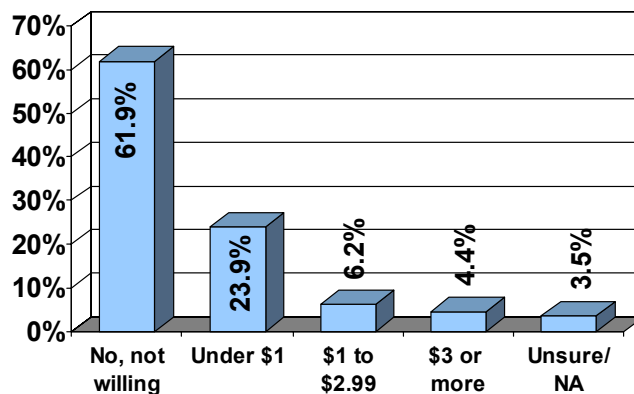


Chart 57
Willing to Pay Online Bill Payment Fee





Based on the survey results outlined in this report, the following conclusions have been developed:

Overall City Performance. Over the past nine years from 1994 to 2004, ratings for the statement “How well is City government performing its duties overall” have remained very consistent. On a scale of 1.0 to 5.0, where 1.0 is “Very Poor” and 5.0 is “Excellent” the ratings for the past nine years have ranged between 3.18 and 3.57, with this year’s rating at 3.50. This year’s rating of 3.50 is significantly higher than the 3.18 rating received in 2002.

The 42 survey respondents who gave a “1” or “2” rating were asked why they feel that way, and the top responses include: don’t like City leaders, streets in poor condition, and City services are low quality.

There has been a slight change in the top responses from 2002, as “Don’t like City leaders” has shifted from 3.9% of respondents indicating this response in 2002 to 16.7% of respondents stating it in 2004. “Streets in poor condition” and “City services are low quality” have remained in the top three responses in 2001, 2002, and 2004 but in a slightly different order each year. The biggest change this year is that the numbers have decreased greatly. For example, in 2004 only 42 respondents rated how well City government is performing its duties overall a “1” or a “2” while 77 respondents rated it a “1” or a “2” in 2002.

This year, questions about the overall rating of City government, trust of the City Commission and City staff to do what they say they will do, and the City Commission considers community input all improved. These questions have been asked on previous City surveys, so there are several years of results to compare to this year.



Conclusions - con't.

When looking at the questions that asked respondents to rate the overall performance, City water, police department, City Commission considers community input, trust of the City Commission and trust of the City Staff, several groups of respondents consistently rated many of these questions higher or lower.

Higher:

- Respondents age 25-35 rated 14 of these 16 questions higher than the overall average
- Respondents age 36-45 rated 12 of these 16 questions higher than the overall average
- White/Caucasian respondents rated 12 of these 16 questions higher than the overall average
- Respondents living closest to Post Elementary School rated 13 of these 16 questions higher than the overall average
- Respondents living closest to Minges Brook Elementary School rated 13 of these 16 questions higher than the overall average
- Respondents with a household income of \$40,000-\$49,999 rated 15 of these 16 questions higher than the overall average
- Respondents with a household income of \$100,000-\$124,999 rated 12 of these 16 questions higher than the overall average
- Respondents with a household income of \$125,000 and over rated 14 of these 16 questions higher than the overall average

Lower:

- Respondents age 56-65 rated 12 of these 16 questions lower than the overall average
- African American/Black respondents rated 13 of these 16 questions lower than the overall average
- Respondents living closest to Dudley Elementary School rated 12 of these 16 questions lower than the overall average
- Respondents living closest to Colburn Elementary School rated 15 of these 16 questions lower than the overall average
- Respondents living closest to Lamora Elementary School rated 12 of these 16 questions lower than the overall average
- Respondents with a household income of \$15,000-\$19,999 rated 14 of these 16 questions lower than the overall average
- Respondents with a household income of \$20,000-\$29,999 rated 13 of these 16 questions lower than the overall average



Communication. This year, the percentage of City residents who feel the level of communication between City government and residents meets or exceeds their expectations has increased significantly to 80.0%, up from 68.2% in 2002. However, this meets or exceed expectations percentage of 80.0% closely mirrors the 79.6% noted in 2001. When converted to a weighted average, the level of communication this year was the highest average ever recorded on the Citizen Survey.

A similar result was noted for the question about how often the City Commission considers community input. This year, 59.0% of respondents said the City Commission considers community input either all of the time or most of the time before decisions are made. This is up from 49.6% of respondents in 2002, but is comparable to 55.6% noted in 2001. When converted to a weighted average, the responses to this question this year were better than both 2002 and 2001 Citizen Survey results.

This year, only 4.8% of survey respondents said they did not have sufficient opportunities to provide input to the City Commission, which is the lowest percentage recorded since 2001. Over three quarters (77.8%) said they did have sufficient opportunities to provide input to the City Commission.

Trust. This year citizen ratings for trust the City Commission to do what they say they will do and trust City Staff to do what they say they will do has improved from the 2002 and 2001 levels. Respondents rated these questions on a scale of 1.0 to 5.0, where 1.0 equals "Not at all" and 5.0 equals "Very much."

In 2004, trust the City Commission to do what they say they will do was 3.56, up from 3.09 in 2002. Citizens concerns about trusting the City Commission included: don't trust politicians, don't follow through, and don't listen.

In 2004, trust City Staff to do what they say they will do was 3.72, up from 3.19 in 2002. Citizens concerns about trusting the City staff included: don't follow through, don't trust them, and past experience.

The proportional increase in the ratings can be attributed to the strong correlation between the two statements. This means respondents who gave a high trust rating to the City Staff were also likely to give a high trust rating to the City Commission. Conversely, respondents who gave a low trust rating to City Staff, were also likely to give a low trust rating to the City Commission. This correlation between the statements was also noted in 2002 and 2001.

Conclusions - con't.

Customer Service. New to the 2004 Citizen Survey was the question asking respondents if they were aware that the City of Battle Creek has a Golden Service customer service program. Over eighty-five percent (85.4%) were either unaware or unsure, and only 14.6% of respondents were aware of the Golden service customer service program. Unawareness may be due to the Golden Service customer service program being recently introduced to the City of Battle Creek.

Just over one-third of all the respondents (38.4%) had contact with City of Battle Creek staff in the past year either by telephone or in person.

This year, 81.8% of the respondents who had contact with City staff said they received a prompt response, which is up significantly from 70.6% noted in 2002. The respondents were asked what department or departments did they received a prompt response from and the top responses include:

Received Prompt Response:

Police (37 Respondents)
Water (36 Respondents)
Taxes (16 Respondents)

Respondents who did not receive a prompt response (8.9%) were asked to indicate what department or departments and state why. This year, the following top responses were given:

Did not Receive Prompt Response:

Police (3 Respondents)
Water (3 Respondents)
Code Compliance (2 Respondents)
Zoning (2 Respondents)

A new question was added to the survey this year to help measure if respondents are noticing a difference in the level of services provided by the City of Battle Creek. Over three quarters of respondents (75.8%) stated that they have noticed no change, 6.2% of respondents noticed an increase, and 5.8% noticed a decrease.

The respondents who noticed an increase or decrease in the level of services provided were asked why and how. The top responses given by respondents who noticed an increase were in relation to the sidewalks, streets, and the increase of police in neighborhoods. The respondents who noticed a decrease in the level of services provided gave the following top responses: leaf removal, budget issues, and street maintenance (snow plowing, street cleaners, etc.).

Neighborhood Issues or Concerns. New to the 2004 Citizen Survey was the question asking respondents to indicate the top three issues or concerns facing their neighborhood. The top issues named by respondents include: drugs (14.3%), streets (13.9%), and safety (11.4%). Other issues or concerns mentioned were in relation to children/teenagers, crime, the economy, education, housing/neighborhoods, noise levels, parking/transportation, parks/recreation, condition of streets and sidewalks, and city services.

City Services. The 2004 Citizen Survey asked respondents to indicate if they have used a number of services offered by the City of Battle Creek, and if they had used the services, to rate their experience. The services that respondents were asked to rate include: City water, garbage service, curbside recycling, condition of streets, snow removal, street sweeping, and public transportation.

City Water. Almost eighty-percent (79.4%) of the 500 respondents use City water. Of those respondents who use City water (397 respondents), 63.7% rated the quality of City water "good" or "excellent." Over one quarter (26.4%) rated the quality of City water "fair" and only 9.8% rated the City water as "poor."

Garbage Service. Ninety-seven percent (97.2%) of the survey respondents use garbage service. Nearly all respondents said they were either "satisfied" or "very satisfied" (93.6%) with their garbage service. Only 3.6% of respondents were "not satisfied."

Curbside Recycling. Close to two-thirds of respondents (63.6%) participate in curbside recycling, while 36.4% (182 respondents) do not. The 182 respondents were asked if there is any thing the City could do to get them to use curbside recycling and 69.8% stated that there was nothing the City could do. The top responses stated by the remaining 30.2% of respondents include: need a bin, make it free, and make it clear what can and can't be recycled.

Condition of Streets. When asked to rate how important the condition of streets are to the quality of life in the City of Battle Creek on a scale from 1-5 with 1 indicating "not important" and 5 indicating "very important," 87.2% rated the statement a "4" or "5." Only 1.0% of respondents rated this statement a "1" or "2."

Conclusions - con't.

Snow Removal. Over eighty percent (80.6%) of respondents were satisfied with the speed of snow removal in the City of Battle Creek, while 14.2% of respondents were not satisfied, and 5.2% were unsure. The respondents who were not satisfied were asked to state why. The top responses given include: late or not timely, do not plow their street, and do not do a good job.

Street Sweeping. In regards to the frequency of street sweeping, 77.4% of respondents were satisfied, while 15.0% were not satisfied, and 7.6% were unsure. The respondents who were not satisfied were asked to state why. The top responses given include: don't see them, more frequent, and leaf removal.

Public Transportation. Three questions were asked to respondents in relation to public transportation. On a scale from 1-5 with 1 indicating "not important" and 5 indicating "very important," respondents were asked to rate how important they feel public transportation is on the quality of life in the City of Battle Creek. Over two thirds (76.6%) of respondents indicated either a "4" or a "5," while only 4.8% of respondents indicated a "2" or a "1."

Only 78 respondents (15.6%) had used the City Bus or Transit System in the past year, while 84.4% (422 respondents) either did not use the City Bus or Transit System or were unsure.

The 422 respondents were asked what the City of Battle Creek could do to get them to use the City Bus or Transit System. Eighty-five percent of respondents stated that there was nothing that the City of Battle Creek could do and 5.7% were unsure. The top responses named by the remaining 9.5% of respondents include: more bus stops, advertise more, and will use as a last resort.

Code Compliance Department. A new section was added to the 2004 Citizen Survey which asked respondents who have had contact with the City of Battle Creek's Code Compliance Department in the past year to rate the Code Compliance Department's professionalism and responsiveness.

Respondents rated these questions on a scale of 1.0 to 5.0, where 1.0 equals "Very poor" and 5.0 equals "Excellent." The Code Compliance Department's professionalism received an average of 3.49, which closely mirrors the average for the Code Compliance Department's responsiveness of 3.43.



The similar averages can be attributed to the strong correlation between the two statements. This means respondents who gave a high rating for professionalism were also likely to give a high rating for responsiveness. Conversely, respondents who gave a low rating for professionalism were also likely to give a low rating for responsiveness.

Conclusions - con't.

Police Department. There has been a significant increase this year for the ratings of all four factors of the police department: responsiveness, professionalism, community involvement and race relations. When comparing the results over the past eight years, this year's ratings are the highest recorded.

Statistically, there are strong correlations between all four of the statements. This means a survey respondent is likely to rate all four of the statements highly, or conversely all four of the statements lower.

When looking at age and income, respondents age 18-24 and respondents with a household income of \$15,000-\$19,000 rated all four statements statistically lower than the average rating.

Downtown Battle Creek. There were three questions on the survey related specifically to downtown Battle Creek. Eighty-nine percent (445 respondents out of 500) indicated that they have visited downtown Battle Creek one or more times in the past year. Close to two-thirds (64.0%) of the 445 respondents who have visited downtown Battle Creek in the past year rated the ease of parking downtown a "4" or "5." The ratings are based on a 1-5 scale with one indicating difficult and 5 indicating easy.

All 500 respondents were asked what would encourage them to visit downtown Battle Creek. Close to half 47.6% said there was nothing the City of Battle Creek could do, while 44.4% (222 respondents) listed responses. The top responses given by 222 of the respondents include: more stores (32.9%), more restaurants (8.6%), and more activities (8.6%).



Conclusions - con't.

Internet. Over two out of every three respondents (67.0%) has access to the Internet from home, work, or both, which is comparable to the 66.0% indicating that they had access to the Internet from home, work, or both in 2001. Just under one-third of the respondents do not have Internet access. This question was not asked on the 2002 Citizen Survey.

Close to one out of every four (24.2%) of the respondents with Internet access have visited the City of Battle Creek's web site in the past year, while three-fourths of the respondents had not visited the web site. The respondents who had visited the City's web site in the past year (81 respondents) indicated what information or services they would like to see on the website. The top responses include: career/employment information, meeting information, online billing, recreation/entertainment opportunities, and property tax information.

Just over one out of every three (33.7%) of the respondents with Internet access indicated that "Yes" they would use online bill payment if it were offered by the City of Battle Creek. Only 38.1% of these respondents would be willing to pay a fee to use the online bill payment.



2004 City of Battle Creek Citizen Survey	79
Perspectives Consulting Group, Inc.	81





City of Battle Creek 2004 Citizen Survey

Good morning/afternoon/evening my name is _____. I am calling from Perspectives Consulting Group and we are conducting the City of Battle Creek's annual Citizen Survey.

Tel. Number: _____
Interviewer: _____
Date/Time: _____

Are you 18 years old or older?

☐ Yes - Continue

☐ No - May I speak to someone 18 or older please? (CODE: ADULT) Final 11-11-04

Do you live within the city limits of the City of Battle Creek?

☐ Yes - Continue

☐ No - Terminate (CODE: LOC)

Do you work for the City of Battle Creek?

☐ Yes - Terminate (CODE: CE)

☐ No - Continue

1. On a scale of 1-5, with 1 indicating "Very poor" and 5 indicating "Excellent", How well is city government performing its duties overall?

Very Poor **Excellent**
[1] [2] [3] [4] [5] [6] Unsure/NA

2. If 1 or 2 - Why do you feel this way?

[1] No communication with community leaders
[2] Crime has increased [3] Streets in poor condition
[4] City services are low quality [5] Don't like city leaders
[6] Other _____ [7] Unsure/NA

3. Does the City fairly allocate resources to all areas of the community?

[1] Yes [2] Unsure/NA
[3] No, what resources are not allocated fairly? _____

4. Does the City address the needs of your neighborhood fairly compared to other neighborhoods?

[1] Yes [2] Unsure/NA
[3] No, why not? _____

5. Are you aware that the City of Battle Creek has a Golden Service customer service program?

[1] Yes - aware [2] No - unaware
[3] Unsure/NA

6. In the past year, how many contacts have you had with City of Battle Creek staff, in person or by telephone?

[1] 0/None - Skip to Q8 [2] 1-3 contacts [3] 4-9 contacts
[4] 10+ contacts [5] Unsure/NA - Skip to Q8

7. If they had contact with City staff in past year - Did you receive a prompt response from City staff?

[1] Yes, what department or departments _____
[2] Unsure/NA [3] No, what department and why? _____

8. Have you noticed an increase, decrease or no change in the level of services provided by the City of Battle Creek in the past year?

[1] Increase, what/how? _____
[2] Unsure/NA [3] No change
[4] Decrease, what/how? _____

9. Do you use City water?

[1] Yes [2] No - Skip to Q11 [3] Unsure/NA -Skip to Q11

10. How would you rate the quality of City water; poor, fair, good or excellent?

[1] Poor, why _____ [2] Fair
[3] Good [4] Excellent

11. How would you rate your satisfaction with your current garbage service; are you very satisfied, satisfied, or not satisfied?

[1] Not satisfied, why _____ [2] Satisfied
[3] Very Satisfied
[4] No garbage service

12. Do you participate in curbside recycling?

[1] Yes - Skip to Question 14 [2] No [3] Unsure/NA

13. What could the City of Battle Creek do to get you to participate in curbside recycling?

[1] Nothing [2] Unsure/NA [3] Other _____

14. In the past year, how often have you visited downtown Battle Creek?

[1] Daily [2] Once a week [3] Once a month [4] 1-5 times
[5] Did not visit in past year - Q16 [6] Unsure/NA - Q16

15. On a scale of 1-5 with 1 indicating "Difficult" and 5 indicating "Easy", how easy is it to find parking in downtown Battle Creek?

Difficult **Easy**
[1] [2] [3] [4] [5] [6] Unsure/NA

16. What could the City of Battle Creek do to encourage you to visit downtown Battle Creek?

[1] Nothing [2] Unsure/NA
[3] Other _____

17. On a scale of 1-5 with 1 indicating "Not Important" and 5 indicating "Very Important", how important do you feel the condition of streets is to the quality of life in the City of Battle Creek?

Not Important **Very Important**
[1] [2] [3] [4] [5] [6] Unsure/NA

18. Are you satisfied with the speed of snow removal in the City of Battle Creek?

[1] Yes [2] Unsure/NA
[3] No, why? _____

19. Are you satisfied with the frequency of street sweeping in the City of Battle Creek?

[1] Yes [2] Unsure/NA
[3] No, why? _____

20. On a scale of 1-5 with 1 indicating "Not Important" and 5 indicating "Very Important", how important do you feel public transportation is to the quality of life in the City of Battle Creek?

Not Important **Very Important**
[1] [2] [3] [4] [5] [6] Unsure/NA

21. Have you used the City Bus or Transit System in the past year?

[1] Used in past year - Skip to Question #23
[2] Did not use [3] Unsure/NA

22. What could the City of Battle Creek do to get you to use public transportation?

[1] Nothing [2] Unsure/NA
[3] Other _____

23. Have you contacted the City's Code Compliance department in the past year?

[1] Contacted in past year [2] Did not use - Skip to Q27
[3] Unsure/NA - Skip to Question 27

Using a scale of 1-5, with 1 being "Very Poor" and 5 being "Excellent", please rate the Code Compliance Department's _____:

Very Poor **Excellent**
[1] [2] [3] [4] [5] [6] Unsure/NA

24. Professionalism

25. Responsiveness	<table border="1"> <tr> <td>Very Poor</td> <td colspan="4"></td> <td>Excellent</td> </tr> <tr> <td>[1]</td> <td>[2]</td> <td>[3]</td> <td>[4]</td> <td>[5]</td> <td>[6] Unsure/NA</td> </tr> </table>	Very Poor					Excellent	[1]	[2]	[3]	[4]	[5]	[6] Unsure/NA
Very Poor					Excellent								
[1]	[2]	[3]	[4]	[5]	[6] Unsure/NA								
26. Do you strongly disagree, disagree, agree or strongly agree that the Code Compliance Department improves neighborhood housing conditions?	<table border="1"> <tr> <td>[1] Strongly disagree, why? _____</td> </tr> <tr> <td>[2] Disagree, why? _____</td> </tr> <tr> <td>[3] Agree [4] Strongly agree [5] Unsure/NA</td> </tr> </table>	[1] Strongly disagree, why? _____	[2] Disagree, why? _____	[3] Agree [4] Strongly agree [5] Unsure/NA									
[1] Strongly disagree, why? _____													
[2] Disagree, why? _____													
[3] Agree [4] Strongly agree [5] Unsure/NA													
The Police Department is an important city service. Using a scale of 1-5, with 1 being "Very Poor" and 5 being "Excellent", please rate the BC Police Department's:													
27. Professionalism	<table border="1"> <tr> <td>Very Poor</td> <td colspan="4"></td> <td>Excellent</td> </tr> <tr> <td>[1]</td> <td>[2]</td> <td>[3]</td> <td>[4]</td> <td>[5]</td> <td>[6] Unsure/NA</td> </tr> </table>	Very Poor					Excellent	[1]	[2]	[3]	[4]	[5]	[6] Unsure/NA
Very Poor					Excellent								
[1]	[2]	[3]	[4]	[5]	[6] Unsure/NA								
28. Responsiveness	<table border="1"> <tr> <td>[1]</td> <td>[2]</td> <td>[3]</td> <td>[4]</td> <td>[5]</td> <td>[6] Unsure/NA</td> </tr> </table>	[1]	[2]	[3]	[4]	[5]	[6] Unsure/NA						
[1]	[2]	[3]	[4]	[5]	[6] Unsure/NA								
29. Community Involvement	<table border="1"> <tr> <td>[1]</td> <td>[2]</td> <td>[3]</td> <td>[4]</td> <td>[5]</td> <td>[6] Unsure/NA</td> </tr> </table>	[1]	[2]	[3]	[4]	[5]	[6] Unsure/NA						
[1]	[2]	[3]	[4]	[5]	[6] Unsure/NA								
30. Race Relations	<table border="1"> <tr> <td>[1]</td> <td>[2]</td> <td>[3]</td> <td>[4]</td> <td>[5]</td> <td>[6] Unsure/NA</td> </tr> </table>	[1]	[2]	[3]	[4]	[5]	[6] Unsure/NA						
[1]	[2]	[3]	[4]	[5]	[6] Unsure/NA								
31. Do you strongly disagree, disagree, agree or strongly agree that the Police Department improves community safety?	<table border="1"> <tr> <td>[1] Strongly disagree, why? _____</td> </tr> <tr> <td>[2] Disagree, why? _____</td> </tr> <tr> <td>[3] Agree [4] Strongly agree [5] Unsure/NA</td> </tr> </table>	[1] Strongly disagree, why? _____	[2] Disagree, why? _____	[3] Agree [4] Strongly agree [5] Unsure/NA									
[1] Strongly disagree, why? _____													
[2] Disagree, why? _____													
[3] Agree [4] Strongly agree [5] Unsure/NA													
32. What are the top THREE issues or concerns facing your neighborhood?	<table border="1"> <tr> <td>[1] Unsure/NA</td> </tr> <tr> <td>[2] Other _____</td> </tr> </table>	[1] Unsure/NA	[2] Other _____										
[1] Unsure/NA													
[2] Other _____													
33. Does the level of communication between city government and residents meet, exceed or fail your expectations?	<table border="1"> <tr> <td>[1] Meets [2] Exceeds</td> </tr> <tr> <td>[3] Fails, why? _____ [4] Unsure/NA</td> </tr> </table>	[1] Meets [2] Exceeds	[3] Fails, why? _____ [4] Unsure/NA										
[1] Meets [2] Exceeds													
[3] Fails, why? _____ [4] Unsure/NA													
34. Do city residents have sufficient opportunities to provide community input to the City Commission?	<table border="1"> <tr> <td>[1] Yes</td> </tr> <tr> <td>[2] Unsure/NA [3] No, why not? _____</td> </tr> </table>	[1] Yes	[2] Unsure/NA [3] No, why not? _____										
[1] Yes													
[2] Unsure/NA [3] No, why not? _____													
35. Does the Battle Creek City Commission consider community input before they make decisions; all of the time, most of the time, some of the time, or never?	<table border="1"> <tr> <td>[1] All of the time -Q37 [2] Most of the time - Q37</td> </tr> <tr> <td>[3] Some of the time [4] Never</td> </tr> <tr> <td>[5] Unsure/NA - Q37</td> </tr> </table>	[1] All of the time -Q37 [2] Most of the time - Q37	[3] Some of the time [4] Never	[5] Unsure/NA - Q37									
[1] All of the time -Q37 [2] Most of the time - Q37													
[3] Some of the time [4] Never													
[5] Unsure/NA - Q37													
36. If some of the time or never - Why do you think the City Commission does not consider community input?	<table border="1"> <tr> <td>[1] Do what they want [2] Don't get community input</td> </tr> <tr> <td>[3] No communication [4] Other _____ [5] Unsure/NA</td> </tr> </table>	[1] Do what they want [2] Don't get community input	[3] No communication [4] Other _____ [5] Unsure/NA										
[1] Do what they want [2] Don't get community input													
[3] No communication [4] Other _____ [5] Unsure/NA													
37. On a scale of 1-5 with 1 indicating "Not at all" and 5 indicating "Very much", Do you trust the City Commission to do what they say they will do?	<table border="1"> <tr> <td>Not at all</td> <td colspan="4"></td> <td>Very Much</td> </tr> <tr> <td>[1]</td> <td>[2]</td> <td>[3]</td> <td>[4]</td> <td>[5]</td> <td>[6] Unsure/NA</td> </tr> </table>	Not at all					Very Much	[1]	[2]	[3]	[4]	[5]	[6] Unsure/NA
Not at all					Very Much								
[1]	[2]	[3]	[4]	[5]	[6] Unsure/NA								
38. Why do you feel that way?	<table border="1"> <tr> <td>[1] Unsure/NA</td> <td>Why? _____</td> </tr> </table>	[1] Unsure/NA	Why? _____										
[1] Unsure/NA	Why? _____												
39. On a scale of 1-5 with 1 indicating "Not at all" and 5 indicating "Very much", Do you trust City Staff to do what they say they will do?	<table border="1"> <tr> <td>Not at all</td> <td colspan="4"></td> <td>Very Much</td> </tr> <tr> <td>[1]</td> <td>[2]</td> <td>[3]</td> <td>[4]</td> <td>[5]</td> <td>[6] Unsure/NA</td> </tr> </table>	Not at all					Very Much	[1]	[2]	[3]	[4]	[5]	[6] Unsure/NA
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[1]	[2]	[3]	[4]	[5]	[6] Unsure/NA								
40. Why do you feel that way?	<table border="1"> <tr> <td>[1] Unsure/NA</td> <td>Why? _____</td> </tr> </table>	[1] Unsure/NA	Why? _____										
[1] Unsure/NA	Why? _____												
41. Do you have access to the Internet from home, work, both or no access at all?	<table border="1"> <tr> <td>[1] Home [2] Work [3] Both</td> </tr> <tr> <td>[4] No Access –Skip to Q46 [5] Unsure/NA –Skip to Q46</td> </tr> </table>	[1] Home [2] Work [3] Both	[4] No Access –Skip to Q46 [5] Unsure/NA –Skip to Q46										
[1] Home [2] Work [3] Both													
[4] No Access –Skip to Q46 [5] Unsure/NA –Skip to Q46													
42. In the past year, have you visited the City's web site?	<table border="1"> <tr> <td>[1] Yes [2] No–Q44 [3] Unsure/NA –Q44</td> </tr> </table>	[1] Yes [2] No–Q44 [3] Unsure/NA –Q44											
[1] Yes [2] No–Q44 [3] Unsure/NA –Q44													
43. What information or services would you like on the City's web site?	<table border="1"> <tr> <td>[1] _____</td> </tr> <tr> <td>[2] Unsure/NA</td> </tr> </table>	[1] _____	[2] Unsure/NA										
[1] _____													
[2] Unsure/NA													
44. If the City of Battle Creek offered on-line bill payment, would you use it?	<table border="1"> <tr> <td>[1] Yes [2] No – Skip to Question 46</td> </tr> <tr> <td>[3] Unsure/NA – Skip to Question 46</td> </tr> </table>	[1] Yes [2] No – Skip to Question 46	[3] Unsure/NA – Skip to Question 46										
[1] Yes [2] No – Skip to Question 46													
[3] Unsure/NA – Skip to Question 46													
45. Would you be willing to pay a small fee to use the on-line bill payment? If yes, how much?	<table border="1"> <tr> <td>[1] No, not willing to pay [2] Under \$1.00 [3] \$1 to \$2.99</td> </tr> <tr> <td>[4] \$3 or more [5] Unsure/NA</td> </tr> </table>	[1] No, not willing to pay [2] Under \$1.00 [3] \$1 to \$2.99	[4] \$3 or more [5] Unsure/NA										
[1] No, not willing to pay [2] Under \$1.00 [3] \$1 to \$2.99													
[4] \$3 or more [5] Unsure/NA													
46. To help us better use this information, are you a home or property owner in the City of Battle Creek?	<table border="1"> <tr> <td>[1] Yes</td> </tr> <tr> <td>[2] No [3] Unsure/NA</td> </tr> </table>	[1] Yes	[2] No [3] Unsure/NA										
[1] Yes													
[2] No [3] Unsure/NA													
47. Is your age . . . (Read choices)	<table border="1"> <tr> <td>[1] 18-24 [2] 25-35 [3] 36-45 [4] 46-55</td> </tr> <tr> <td>[5] 56-65 [6] 66 + [7] Unsure/NA</td> </tr> </table>	[1] 18-24 [2] 25-35 [3] 36-45 [4] 46-55	[5] 56-65 [6] 66 + [7] Unsure/NA										
[1] 18-24 [2] 25-35 [3] 36-45 [4] 46-55													
[5] 56-65 [6] 66 + [7] Unsure/NA													
48. What is your primary ethnic background? (If they hesitate, read choices)	<table border="1"> <tr> <td>[1] White/Caucasian [2] African-American/Black</td> </tr> <tr> <td>[3] Hispanic [4] Asian [5] Other _____ [6] Unsure/NA</td> </tr> </table>	[1] White/Caucasian [2] African-American/Black	[3] Hispanic [4] Asian [5] Other _____ [6] Unsure/NA										
[1] White/Caucasian [2] African-American/Black													
[3] Hispanic [4] Asian [5] Other _____ [6] Unsure/NA													
49. What elementary school do you live closest to?	<table border="1"> <tr> <td>[1] Franklin [2] Post [3] Dudley</td> </tr> <tr> <td>[4] Ann J Kellogg [5] Lincoln [6] Washington</td> </tr> <tr> <td>[7] Colburn [8] Roosevelt [9] Wilson</td> </tr> <tr> <td>[10] Fremont [11] McKinley [12] Verona</td> </tr> <tr> <td>[13] Lamora [14] Level [15] Urbandale</td> </tr> <tr> <td>[16] Prairieview [17] Westlake [18] Minges Brook</td> </tr> <tr> <td>[19] Riverside [20] Other _____ [21] Unsure/NA</td> </tr> </table>	[1] Franklin [2] Post [3] Dudley	[4] Ann J Kellogg [5] Lincoln [6] Washington	[7] Colburn [8] Roosevelt [9] Wilson	[10] Fremont [11] McKinley [12] Verona	[13] Lamora [14] Level [15] Urbandale	[16] Prairieview [17] Westlake [18] Minges Brook	[19] Riverside [20] Other _____ [21] Unsure/NA					
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[16] Prairieview [17] Westlake [18] Minges Brook													
[19] Riverside [20] Other _____ [21] Unsure/NA													
50. What range best represents your total household income? (Read list)	<table border="1"> <tr> <td>[1] Under \$15,000 [2] \$15,000 - \$19,999</td> </tr> <tr> <td>[3] \$20,000 - \$29,999 [4] \$30,000 - \$39,999</td> </tr> <tr> <td>[5] \$40,000 - \$49,999 [6] \$50,000 - \$59,999</td> </tr> <tr> <td>[7] \$60,000 - \$74,999 [8] \$75,000 - \$99,999</td> </tr> <tr> <td>[9] \$100,000 - \$124,999 [10] \$125,000 +</td> </tr> <tr> <td>[11] Unsure/NA</td> </tr> </table>	[1] Under \$15,000 [2] \$15,000 - \$19,999	[3] \$20,000 - \$29,999 [4] \$30,000 - \$39,999	[5] \$40,000 - \$49,999 [6] \$50,000 - \$59,999	[7] \$60,000 - \$74,999 [8] \$75,000 - \$99,999	[9] \$100,000 - \$124,999 [10] \$125,000 +	[11] Unsure/NA						
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[9] \$100,000 - \$124,999 [10] \$125,000 +													
[11] Unsure/NA													
This concludes our survey. Thank you very much for your time. The City of Battle Creek appreciates your help. Results will be reported to the City Commission in several weeks.													
51. Determine by voice - Gender of Respondent	<table border="1"> <tr> <td>[1] Male</td> <td>[2] Female</td> </tr> </table>	[1] Male	[2] Female										
[1] Male	[2] Female												

Founded in 1987, Perspectives Consulting Group, Inc. provides market research and strategic planning services to businesses and organizations throughout the United States. Using state-of-the-art market research techniques including focus groups, telephone/mail surveys, interviews and customer response systems, Perspectives Consulting Group, Inc. obtains the information necessary to make efficient and effective decisions and plan for the future. Perspectives Consulting Group, Inc. offers a full-range of planning services including strategic planning and feasibility studies that are essential to succeed in today's marketplace. Our primary focus is meeting the needs of nonprofit organizations, educational institutions, governmental agencies, religious organizations, and United Ways.



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- To provide the client with what they need, when they need it.
- To follow the simple process of listening, planning, researching, analyzing, evaluating and reporting for each client and project.
- To treat each client's situation as unique and individual, providing the best combination of services to meet the client's needs.
- To maintain a state of involvement that allows clear, unbiased, objectivity that insures and protects the confidentiality of the client's situation.

For more information, contact us at:

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